Canon

imageRUNNER
ADVANCE
6075/6065/6055

Maintenance Guide

Please read this guide before operating this product.
After you finish reading this guide, store it in a safe place for future reference.

ENG

imageRUNNER ADVANCE 6075/6065/6055

Maintenance Guide

Manuals for the Machine

The manuals for this machine are divided as follows. Please refer to them for detailed information.

Guides with this symbol are printed manuals.

Guides with this symbol are included on the accompanying CD-ROM. (See footnote on the next page.)

- **Precautions for Using Your Machine and Settings Required after Machine Installation**

Getting Started

- **Quick Reference for Basic and Useful Operations**

Quick Reference

- **Maintenance and Troubleshooting**

Maintenance Guide (This Document)

- **Frequently Asked Questions and Answers**

Frequently Asked Questions

- **Windows Printer Driver Installation and Instructions**

Printer Driver Installation Guide

- **Mac Printer Driver Installation and Instructions**
  The Mac UFR II Driver Guide and the Mac PS Driver Guide

Mac Printer Driver Guide

- **Windows Fax Driver Installation and Instructions**

Fax Driver Installation Guide

- **Windows Network ScanGear Installation and Instructions**

Network ScanGear Installation Guide

- **Comprehensive Manual for Basic Operations and Handling Your Machine**

e-Manual

- **Before You Start Using This Machine**
- **Basic Operations**
- **Optional Products/Software**
- **Settings/Registration**
- **Paper Type Management Settings**
- **Problem Solving**
- **Maintenance**
- **Practical Workflows**

- **Copy**
- **Fax**
- **Scan and Send**
- **Scan and Store**
- **Access Stored Files**
- **Fax/I-Fax Inbox**
- **Secured Print**
- **Web Access**
- **Scanner**
- **Quick Menu**
- **Status Monitor/Cancel**
- **Print**
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- **MEAP**
- **Security**

How This Manual Is Organized

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Preface

Thank you for purchasing the Canon imageRUNNER ADVANCE 6075/6065/6055. Please read this manual thoroughly before operating the product to familiarize yourself with its capabilities, and to make the most of its ma ny functions. After reading this manual, store it in a safe place for future reference.

How To Use This Manual

Symbols Used in This Manual

The following symbols are used in this manual to explain procedures, restrictions, handling precautions, and instructions that should be observed for safety.

⚠ WARNING	Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. To use the machine safely, always pay attention to these warnings.
⚠ CAUTION	Indicates a caution concerning operations that may lead to injury to persons if not performed correctly. To use the machine safely, always pay attention to these cautions.
✋ IMPORTANT	Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the machine correctly, and avoid damage to the machine or property.
✎ NOTE	Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.
🚫	Indicates an operation that must not be performed. Read these items carefully, and make sure not to perform the described operations.

Keys Used in This Manual

The following symbols and key names are a few examples of how keys to be pressed are expressed in this manual:

- Touch Panel Display Keys: [Key Name]
  Example: [Cancel]

  [Close]

- Control Panel Keys: Key Icon (Key Name)
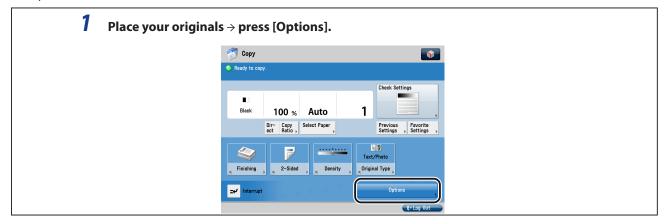 Example: ⊙(Start)

  ⬠(Stop)

Displays Used in This Manual

Screen shots of the touch panel display used in this manual are those taken when the optional Super G3 FAX Board, Upright Control Panel, Duplex Color Image Reader Unit, and Copy Tray are attached to the imageRUNNER ADVANCE 6075.

Note that functions that cannot be used depending on the model or options, are not displayed on the touch panel display.

The keys which you should press are marked with a ⬭, as shown below.

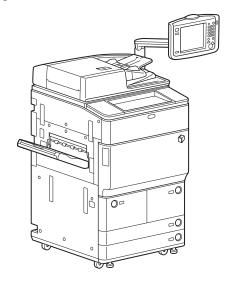When multiple keys can be pressed on the touch panel display, all keys are marked. Select the keys which suit your needs.

Example:

1   Place your originals → press [Options].

Screen shots used in this manual may differ from the ones you actually see.

Illustrations Used in This Manual

Illustrations used in this manual are those displayed when the optional Upright Control Panel, Duplex Color Image Reader Unit, and Copy Tray are attached to the imageRUNNER ADVANCE 6075.

Abbreviations Used in This Manual

In this manual, product names and model names are abbreviated as follows:

Microsoft Windows operating system:	Windows
Apple Mac:	Mac

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Routine Maintenance

This chapter describes how to load paper, perform routine cleaning operations, and replace consumables, such as toner and staple cartridges.

Precautions for Maintenance

This category describes precautions for performing routine maintenance, such as loading paper. We recommend that you read this category prior to performing routine maintenance.

⚠ **CAUTION**
- **When loading paper, take care not to cut your hands on the edges of the paper.**
- **When closing the cover, or pushing the unit back into the machine, be careful not to get your fingers caught, as this may result in personal injury.**
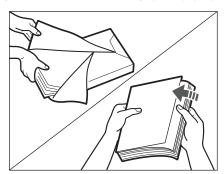
🖐 IMPORTANT
- Do not load the following types of paper into the paper drawers, Multi-Purpose Tray, and optional document insertion unit. Doing so may cause a paper jam.
  - Insertion sheets with tears
  - Severely curled or wrinkled paper
  - Thin straw paper
  - Heavy paper (more than 140 lb index (256 g/m^2))
  - Clipped or stapled insertion sheets
  - Paper which has been printed on using a thermal transfer printer (Do not print on the reverse side of this paper either.)
- Paper which has been rolled or curled must be straightened out before loading it.
- Rewrap any remaining paper in its original package, and store it in a dry place, away from direct sunlight.
- If you print on the paper which has absorbed moisture, steam may come out from the output area of the machine. This is because the moist on the paper evaporates when the high temperature is applied when toner is fixed to the paper. It is not a malfunction. (This especially happens in low room temperature.)

✎ NOTE
- Before loading paper, always fan the sheets several times, and align the edges to facilitate feeding. Also, you should always fan paper that has just been removed from a newly opened paper package.

- Before loading paper into the optional document insertion unit, always fan the sheets several times, and align the edges to facilitate feeding.
- Fan the stack of paper well before loading it. Paper such as thin paper, recycled paper, prepunched paper, heavy paper, transparencies, and tab papers should be fanned particularly well before loading it.
- If there are instructions on the package of paper about which side of the paper to load, follow those instructions.
- If problems occur, such as poor print quality or paper jams, try turning the paper stack over, and reload it.
- For more information on the print direction of preprinted paper (paper which has logos or patterns already printed on it), see Chapter 17, "Appendix," in *Getting Started*.

Main Unit

This section describes how to load paper into the paper drawers of the main unit and to replace the toner cartridge.

Loading Paper

Paper Drawers 1 and 2 hold approximately 1,500 sheets of paper (20 lb bond (80 g/m²)).
Paper Drawers 3 and 4 hold approximately 550 sheets of paper (20 lb bond (80 g/m²)).

If the selected paper runs out, or the selected paper drawer runs out of paper during printing, a screen prompting you to load paper appears on the touch panel display.

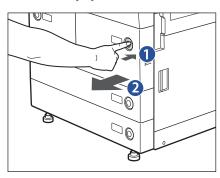In this case, follow the procedure below to load paper into the paper drawers.

🖐 IMPORTANT

- A screen prompting you to load paper also appears if the selected paper drawer is not fully inserted into the machine. Make sure that the paper drawer is properly in place.
- You cannot load the following types of paper into the Paper Drawers 1 and 2, heave paper (more than 80 lb cover (220 g/m²)), coated paper, transparencies, labels, tracing paper, and tab paper.
- You cannot load the following types of paper into the Paper Drawers 3 and 4, heave paper (more than 80 lb cover (220 g/m²)), coated paper, transparencies, labels, and tracing paper.
- The following paper sizes can be loaded into Paper Drawers 1, 2, 3, and 4.
  - Paper Drawers 1 and 2: LTR
  - Paper Drawers 3 and 4: 11″x 17″, LGL, LTR, LTRR, STMTR, EXEC, and Custom Size (5 1/2″ x 7 1/8″ to 11 3/4″ x 19 1/4″ (139.7 mm x 182 mm to 297 mm x 487.7 mm))
- For more information on available paper stock that can be loaded into the paper drawers, see e-Manual > Basic Operations.
- You can load nonstandard paper into Paper Drawers 3 and 4 if both of the sides are between 7 1/8″ (182 mm) and 19 1/4″ (487.7 mm) in length, and between 5 1/2″ (139.7 mm) and 11 3/4″ (297 mm) in width. You cannot load nonstandard paper into Paper Drawers 3 and 4 if either one of the sides is shorter than 7 1/8″ (182 mm) and longer than 19 1/4″ (487.7 mm) in length, or longer than 11 3/4″ (297 mm) in width.
- When you load STMT size paper into the paper drawers 3 and 4, load the paper in landscape orientation (STMTR).
- Never place paper or any other items in the empty part of the drawer next to the paper stack. Doing so may cause paper jams.

✎ NOTE

- If a message prompting you to load paper appears during printing, the remaining prints are automatically made after you load the correct paper. If you select another paper drawer, the remaining prints are made after you press [OK].
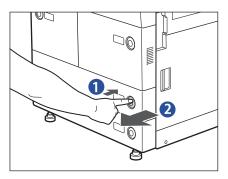- To cancel printing, press [Stop].

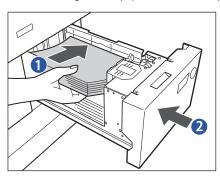## *1* Pull out the paper drawer.

1.Press the button.

2.Pull out the paper drawer.

2 Open the package of paper, and remove the paper stack.

3 Load the paper stack into the paper drawer.

Even out the edges of the paper stack. Load the paper stack against the right wall of the paper drawer.

1. Load the paper stack into the paper drawer.

IMPORTANT
Make sure that the height of the paper stack does not exceed the loading limit mark ( ) at the back of the paper drawer.

NOTE
When the paper is loaded into the paper drawer, the side facing down is the one printed on.

2. Gently push the paper drawer back into the machine until it clicks into place in the closed position.

IMPORTANT
You will not be able to make copies or print if you load paper that exceeds the loading limit, or if the paper drawer is not completely pushed into the machine. Always check that the paper drawers are in place, and that the paper does not exceed the loading limit.

NOTE
If paper runs out during copying or printing, load a new paper stack, and follow the instructions on the touch panel display. The machine automatically restarts, and produces the remaining copies or prints.
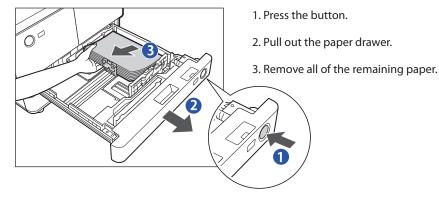
Adjusting a Paper Drawer to Hold a Different Paper Size

If you want to load a different paper size into Paper Drawer 3 or 4, follow the procedure described below to adjust the paper drawer guides.
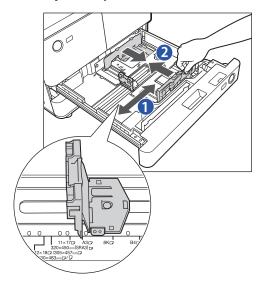
⚠ IMPORTANT
- You can adjust the paper drawers to hold the following standard paper sizes: 11" x 17", LGL, LTR, LTRR, or STMTR.
- Only the paper sizes of Paper Drawer 3 and 4 can be changed.

1 Remove all of the remaining paper in the paper drawer.

1. Press the button.

2. Pull out the paper drawer.

3. Remove all of the remaining paper.
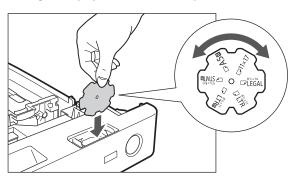
2 Adjust the position of the left and front guides.

1. Squeeze the upper part of the left guide. Without releasing it, slide the left guide to align it with the mark for the desired paper size.

2. Squeeze the upper part of the front guide. Without releasing it, slide the front guide to align it with the mark for the desired paper size.

⚠ IMPORTANT

Slide the guides until it clicks into place. If the left and front guides are not adjusted properly for the paper size loaded in the paper drawer, the correct paper size may not appear on the touch panel display. Adjust the left and front guides correctly to avoid causing a paper jam, dirty prints, or make the inside of the machine dirty.

1

3 **Load the appropriate size paper into the paper drawer.**

4 **Change the paper drawer's size plate to match the new paper size.**

5 **Gently push the paper drawer back into the machine until it clicks into place in the closed position.**

Loading Tab Paper

Tab paper can be loaded into Paper Drawer 3 or 4. Follow the procedure described below to adjust the paper drawer to hold tab paper.
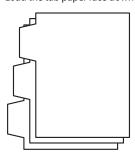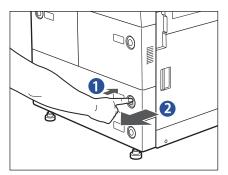
✋ IMPORTANT

Only LTR Tab Paper can be used.

✎ NOTE

- When tab paper is loaded into the paper drawer, the side facing down is the one printed on.
- Load the tab paper face down with the tabs to the left side as shown in the illustration below.
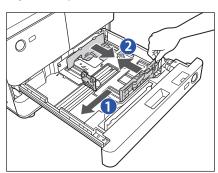
- If you want to insert printed tab paper as a chapter pages, insert a blank paper where the tab paper will be inserted.

1 **Pull out the paper drawer.**

1. Press the button.

2. Pull out the paper drawer.

2 Adjust the position of the left and front guides.
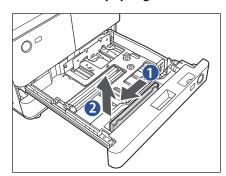
1. Squeeze the upper part of the left guide. Without releasing it, slide the left guide to the left as far as it will go.

2. Squeeze the upper part of the front guide. Without releasing it, slide the front guide to align it with the mark for tab paper (LTR).

✋ IMPORTANT
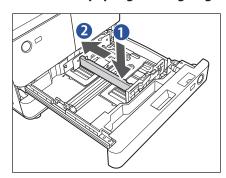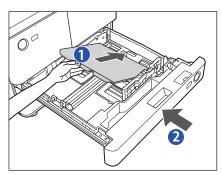
Slide the front guide until it clicks into place. If the front guide is not adjusted properly for the paper size loaded in the paper drawer, the correct paper size may not appear on the touch panel display. Adjust the front guide correctly to avoid causing a paper jam, dirty prints, or make the inside of the machine dirty.

3 Remove the tab paper guide.

1. Slide the tab paper guide to the left.

2. Remove the tab paper guide.

4 Place the tab paper guide aligning the mark for tab paper.

1. Place the tab paper guide aligning the mark for tab paper.

2. Slide the tab paper guide to the back of the paper drawer.

5 **Load the tab paper into the paper drawer.**

1. Load the tab paper face down with the tabs facing left.

Even out the edges of the paper stack. Load the paper stack against the right wall of the paper drawer.

IMPORTANT

-Paper which has been rolled or curled must be straightened out prior to use.
-Make sure that the height of the paper stack does not exceed the loading limit mark ( ) at the back of the paper drawer.

2. Gently push the paper drawer back into the machine until it clicks into place in the closed position.

IMPORTANT

- Never place paper or any other items in the open part of the paper drawer next to the paper stack. Doing so may cause a paper jam.
- When you are not loading tab paper, make sure to return the tab paper guide to its holder. Using the tab paper guide for storing paper other than tab paper may cause a paper jam.

NOTE

When you load tab paper, make sure to register the paper type. (See e-Manual > Settings/Registration.)

Loading Transparencies

You can load the transparencies only to the Multi-purpose Tray.
Unlike normal paper, transparencies have a specific printable surface to ensure the optimal reproduction of images.
When the transparency is loaded in the Multi-purpose Tray, the side facing up is the one printed on.

IMPORTANT

• Only LTR transparencies can be used.
• When loading transparencies, be careful not to touch the printable surface. Hold transparencies by their edges.
• Do not load transparencies into a paper source while a print job is in progress. This may cause paper jams.
• Only use transparencies that are specially recommended for use in this machine. Other transparencies may damage the machine.
• To prevent paper jams or the folding of transparencies, it is recommended that you remove them from the output tray as soon as possible.
• Replace unused transparencies into the box in which they came. Leaving them in the Multi-purpose Tray for an extended period of time may cause the transparencies to adhere to one another and result in paper jams. Avoid storing transparencies in a location subject to high-temperatures or humidity.
• If transparencies do become adhered to one another and a paper jam occurs, remove the transparencies, fan them well, make sure that fewer than 100 sheets of transparencies are loaded, or use new transparencies.
• When printing on transparencies, image density may be high, depending on the image type. In this case, adjust the output image density.

NOTE

If a paper jam occurs, remove the transparencies and fan them well before reloading them into the Multi-purpose Tray.

Replacing the Toner Cartridge

When there is only a small amount of toner remaining inside the machine, the following message appears on the touch panel display. You can continue printing, but at this time you should purchase a new toner cartridge to have it available when needed.

When toner runs out completely and prints can no longer be made, a screen with instructions on how to replace the toner cartridge, like the one shown below, appears on the touch panel display. Follow the instructions on the touch panel display, and the procedure described below to help you replace the toner cartridge.

If you press [Close], you can continue operations, such as setting modes and scanning originals, even if you do not replace the toner cartridge immediately.

⚠ **WARNING**

> **Do not burn or throw used toner cartridges into open flames, as this may cause the toner remaining inside the cartridges to ignite, resulting in burns or a fire.**

⚠ **CAUTION**

> • **Keep toner out of the reach of small children. If toner is ingested, consult a physician immediately.**
> • **Take care not to allow toner to come into contact with your hands or clothing. If toner gets onto your hands or clothing, wash it off immediately with cold water. Washing it off with warm water will set the toner, and make it impossible to remove the toner stains.**

🖐 IMPORTANT

> • Use only toner cartridges intended for use with this machine.
> • Do not replace toner cartridges until the message prompting you to do so appears.
> • You can replace a toner cartridge while the machine is printing.

✎ NOTE
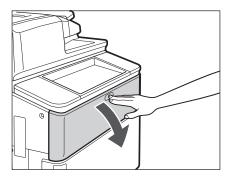
> • When the message appears, the remaining toner is low. It is recommended that you get a new toner cartridge ready for replacement before the toner runs out.
> • If toner runs out during a print job, the remaining prints are made after youreplace the toner cartridge.
> • After replacing toner cartridges, if the color of the copies or prints is different in gradation or density from the color of the copies or prints before you replaced the toner cartridges, perform an Auto Adjust Gradation in Adjustment/Maintenance (from the Settings/Registration screen). (See e-Manual > Settings/Registration.)

1 Press [🔳].

2 Push the toner replacement cover, as shown below.
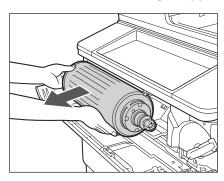

The toner replacement cover is open.

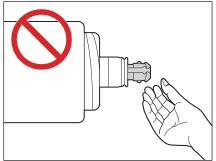## 3 Turn the locking lever to the right until it stops.

⚠️ IMPORTANT

Make sure to turn the locking lever to the right until it stops. (Otherwise, you may not be able to remove the toner cartridge.)

4 Remove the toner cartridge, supporting it with both hands.

⚠ **WARNING**

Do not burn or throw used toner cartridges into open flames, as this may cause the toner remaining inside the cartridges to ignite, resulting in burns or a fire.
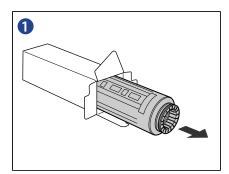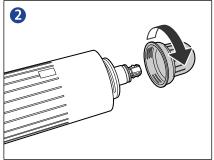
⚠ **CAUTION**

Do not touch the tip of the toner cartridge or subject it to shock by hitting it. Doing so may cause the toner cartridge to leak.

5 Take the new toner cartridge out of the box, and remove the red protective cap from the new toner cartridge.
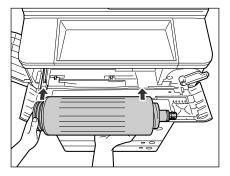
Remove the red protective cap from the new toner cartridge by twisting it in the direction indicated by the arrow in the illustration right below.

6 Insert the new toner cartridge.
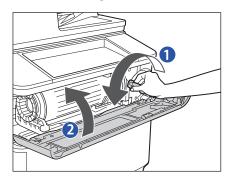
Align the end of the toner cartridge with the toner supply port as shown by the arrow in the illustration below, and insert the toner cartridge straight into the machine.

IMPORTANT

- Only use toner cartridges intended for use in this machine. You cannot insert the toner cartridge not intended for use in this machine, because the shape of the toner cartridge does not match the toner supply port of the machine.
- Insert the toner cartridge horizontally into the machine. Otherwise, the toner cartridge may leak.

7 Turn the locking lever to the left until it stops, and close the toner replacement cover.

1. Turn the locking lever to the left until it stops.

   IMPORTANT

   Make sure to turn the locking lever to the left until it stops. (Otherwise, you may not be able to close the toner replacement cover.)

2. Close the toner replacement cover.

The toner confirmation screen is displayed.

Duplex Color Image Reader Unit-C1 (Optional)
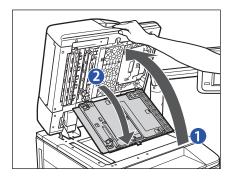
Replace the stamp cartridge when the stamp is faint or no longer visible.

IMPORTANT

When replacing the stamp cartridge, take care not to allow toner to come into contact with your hands or clothing. If toner gets onto your hands or clothing, wash it off immediately with cold water.

Replacing the Stamp Cartridge

1 **Open the feeder, and open the cover of the scanning area.**
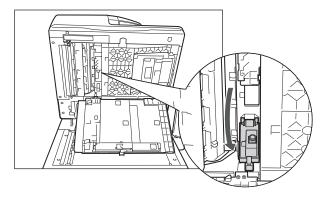
1. Open the feeder.

2. Pull the lever above the feeder, and open the cover of the scanning area.

IMPORTANT
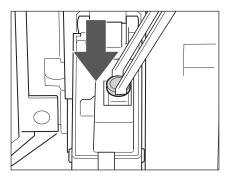
Open the cover of the scanning area carefully, as not to scratch the platen glass.
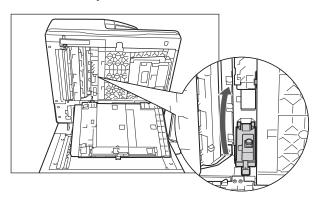
2 **Open the stamp cover.**

Routine Maintenance

1
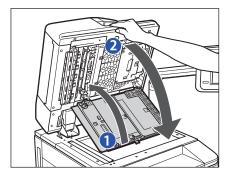
3 **Remove the old stamp cartridge, and push in the new one until it clicks into place, using the provided tweezers.**

⚠ **IMPORTANT**

Insert the stamp cartridge properly, or paper jams may occur.

4 **Close the stamp cover.**

5 **Close the cover of the scanning area, and the feeder.**

1. Close the cover of the scanning area.

2. Close the feeder.

⚠ **CAUTION**

- When closing the feeder cover, be careful not to get your fingers caught, as this may result in personal injury.
- Be aware that the light emitted from the platen glass may be very bright when closing the feeder.

Paper Deck Unit-A1/Paper Deck Unit-D1 (Optional)

If you attach the Paper Deck Unit-A1 or Paper Deck Unit-D1 to the machine, you have one additional source of paper for printing jobs. Paper Deck Unit-A1 and Paper Deck Unit-D1 hold up to 3,500 sheets of paper (20 lb bond (80 g/m^2)).

IMPORTANT

If the machine is in the Sleep mode (the touch panel is not displayed, and only the main power indicator is lit), you may not be able to open the paper deck. In this case, press the control panel power switch to reactivate the machine, and then press the open button on the paper deck.

NOTE
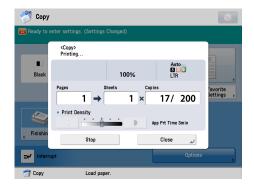
- The following paper sizes can be loaded into the Paper Deck Unit-A1 or Paper Deck Unit-D1:
  - Paper Deck Unit-A1:   LTR (You cannot load the paper in landscape orientation.)
  - Paper Deck Unit-D1:   11"x 17", LGL, LTR, and LTRR (You can load only LTR size paper in landscape orientation.)
- The paper size of the Paper Deck Unit-A1 is fixed to LTR. For instructions on changing the paper size that can be loaded in the Paper Deck Unit-A1, contact your local authorized Canon dealer.

Loading Paper

If you select the paper deck when it has no paper, or if the paper deck runs out of paper during a print job, a screen prompting you to load paper appears on the touch panel display.

Follow the procedure below to load paper into the paper deck.

IMPORTANT
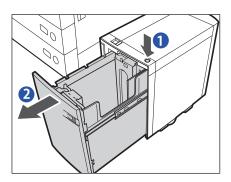
- The paper deck can only accommodate paper from 14 to 80 lb bond (52 to 220 g/m^2) in weight.
- Never place paper or any other items in the empty part of the paper deck next to the paper stack. Doing so may cause paper jams.
- A screen prompting you to load paper also appears if the paper deck is not fully inserted to the machine. Make sure that paper deck is properly in place.
- Do not load the following types of paper into the paper deck. Doing so may cause a paper jam.
  - The paper over 80 lb cover (220 g/m^2)
  - Coated paper
  - Transparency
  - Labels
  - Tracing paper
  - Tab paper
- You can load paper into the Paper Deck Unit-A1 or Paper Deck Unit-D1 following the same procedure. However, this manual explains the procedure using the Paper Deck Unit-A1 as an example.

NOTE

If a message prompting you to load paper appears during printing, the remaining prints are automatically made after you load the correct paper. If you select another paper source, the remaining prints are made after you press [OK].
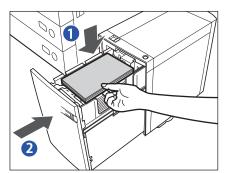
1 **Press the open button to open the paper deck.**

1. Press the open button.

2. Open the paper deck.

   The inside lifter automatically descends to the paper loading position.

2 **Open a package of paper, and remove the paper stack.**

3 **Load the paper stack into the paper deck, and close the paper deck.**

1. Load the paper stack.

   Make sure that the inside lifter has lowered before loading paper, and even out the edges of the paper stack, and stack the paper neatly against the inner paper guide.

   IMPORTANT
   -Do not load paper into the paper deck that has been previously copied onto, as this may result in a malfunction or damage to the copier. Always use the Multi-Purpose Tray to feed paper when you want to copy onto the back of a sheet of paper that already has something copied on its front side (2nd side of 2-Sided copy).
   -Make sure that the height of the paper stack does not exceed the loading limit mark (⧩) on the inside of the paper deck.

   NOTE
   -Load the paper stack in stages in Paper Deck Unit, adding approximately 550 sheets of paper (20 lb bond (80 g/m^2)) at a time. If the paper deck can accommodate more paper, the lifter will descend.
   -When paper is loaded in the paper deck, the side facing up is the one printed on.

2. Gently push the paper deck back into the machine until it clicks into place in the closed position.

   The inside lifter automatically rises, and prepares the paper deck for feeding.
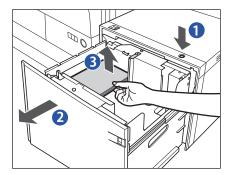
Changing the Paper Size for the Paper Deck Unit-D1

This section explains how to change the paper size for the Paper Deck Unit. It is necessary to register the paper size for the paper deck in Register Sizes for Side Paper Deck in Common Settings (from the Settings/Registration screen) before loading the paper. (See e-Manual > Settings/Registration.)

1 **Register the desired paper size for the paper deck in Register Sizes for Side Paper Deck in Common Settings (from the Settings/Registration screen).**
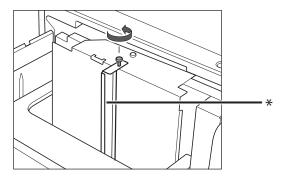
For instructions on registering the paper size for the Paper Deck Unit, see e-Manual > Settings/Registration.

2 **Remove all of the loaded paper and the paper size sheet from the paper deck in the paper deck.**

1. Press the open button.
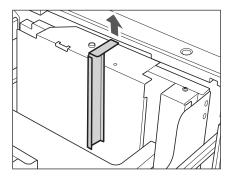
2. Open the paper deck.

3. Remove all of the loaded paper and the paper size sheet.

3 **Remove the white screw on the top of the back size switch plate A by turning it counterclockwise.**
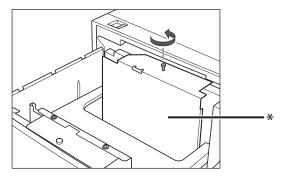
* Back Size Switch Plate A

4 **Remove the back size switch plate A.**
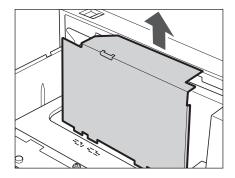
5 **Remove the white screw on the back size switch plate B.**
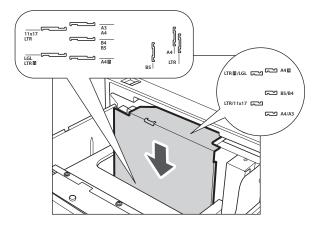
* Back Size Switch Plate B
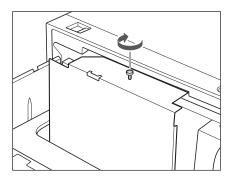
6 **Remove the back size switch plate B.**
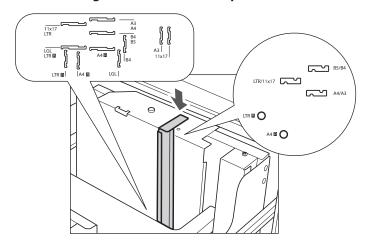
7 **Align the back size switch plate B with the marks for the desired paper size.**
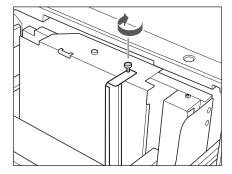
8 **Fix the back size switch plate B to the paper deck with the white screw by turning it clockwise.**

9 **Insert and align the back size switch plate A with the marks for the desired paper size.**
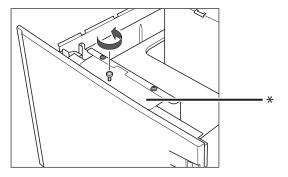
10 **Fix the back size switch plate A with the white screw by turning it clockwise.**

⚠ IMPORTANT
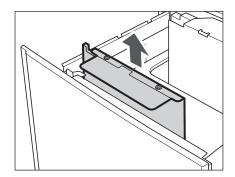
• If the back size switch plates A and B are not adjusted properly for the paper size loaded in the paper deck, the correct paper size may not appear on the touch panel display.
• Adjust the back size switch plates A and B correctly to avoid causing a paper jam, dirty prints, or make the inside of the machine dirty.

11 **Remove the white screw on the front size switch plate by turning it counterclockwise.**
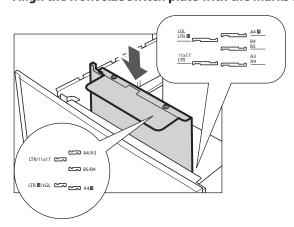
* Front Size Switch Plate
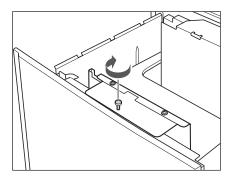
12 **Remove the front size switch plate.**

13 **Align the front size switch plate with the marks for the desired paper size.**

14 **Fix the front size switch plate to the paper deck with the white screw by turning it clockwise.**
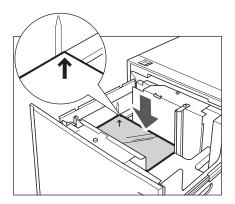
IMPORTANT
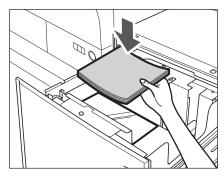
- If the front size switch plate is not adjusted properly for the paper size loaded in the paper deck, the correct paper size may not appear on the touch panel display.
- Adjust the front size switch plate correctly to avoid causing a paper jam, dirty prints, or make the inside of the machine dirty.

15 **Insert the correct underlay sheet that matches the new paper size into the paper deck.**
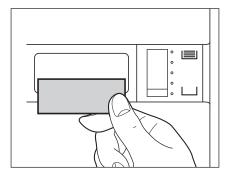
Align the arrow on the underlay sheet with the guide on the paper deck's left wall.

16 **Load the paper stack into the paper deck.**

17 **Place a size sticker indicating the new paper size that is loaded in the paper deck.**

18 **Close the paper deck.**

Routine Maintenance

1
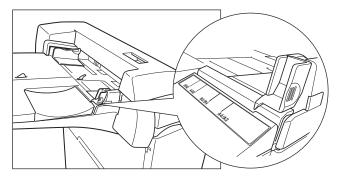
Document Insertion/Folding Unit-H1/Document Insertion Unit-L1 (Optional)

This section describes how to load paper into the document insertion unit of the Document Insertion/Folding Unit or Document Insertion Unit.
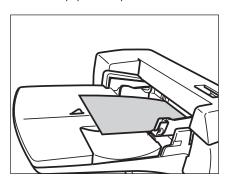
Loading Paper

Follow the procedure below to load paper into the Document Insertion/Folding Unit or Document Insertion Unit.

1 **Adjust the slide guides to fit the paper size.**
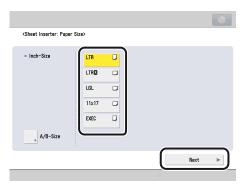
2 **Load the paper stack into the document insertion unit.**

☐ Load the paper face up.

📝 NOTE

- Only load paper for use as a cover.
- You cannot make copies or prints on paper that is loaded in the document insertion unit.
- You can load 11" x 17", LGL, LTR, LTRR, or EXEC paper into the trays of the Document Insertion/Folding Unit or Document Insertion Unit.
- A maximum of 100 sheets of paper (20 lb bond (80 g/m²)) can be loaded in the tray of the document insertion unit.

3 **Select the desired paper size → press [Next].**

🖐 IMPORTANT

Select the same paper size that is loaded in the document insertion unit.

✏️ NOTE

To select an inch paper size, press [Inch-Size].

4 **Select the desired paper type → press [OK].**

🖐 IMPORTANT

When printing on special types of paper, such as heavy paper, be sure to correctly set the paper type. If the type of paper is not set correctly, it could adversely affect the quality of the image. Moreover, the fixing unit may become dirty and require a service repair, or the paper could jam.

✏️ NOTE

For more information on available paper type, see e-Manual > Basic Operations.

Loading Tab Paper
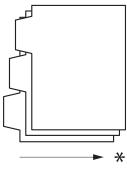
Tab paper can be loaded into the Document Insertion/Folding Unit or Document Insertion Unit.

🖐 IMPORTANT

Only LTR Tab Paper can be used.

✏️ NOTE

• Load the Tab Paper face down with the tabs to the left side as shown in the illustration below.

*Feeding Direction

- You cannot make copies or prints on Tab Paper that is loaded in the document insertion unit of Document Insertion/Folding Unit or Document Insertion Unit.
- You can use the Tab Paper set in the document insertion unit of Document Insertion/Folding Unit or Document Insertion Unit for Add Cover, Insert Sheets or Job Separator.
- If you want to insert printed tab paper as a character pages, insert a blank paper where the tab paper will bw inserted.

Staple Finisher-E1/Booklet Finisher-E1/External 2/3 Hole Puncher-A1 (Optional)
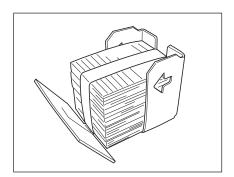
This section describes the procedure for replacing the staple cartridge in the Staple Finisher or Booklet Finisher, and how to remove the punch waste from the External 2/3 Hole Puncher.

Replacing the Staple Cartridge in the Stapler Unit

When the Staple Finisher or Booklet Finisher is almost out of staples and the staple cartridge in the stapler unit must be replaced, a screen prompting you to replace the staple cartridge appears on the touch panel display. Follow the procedure described below to replace the staple cartridge.

Use only staple cartridges intended for use with this machine.

🖐 IMPORTANT
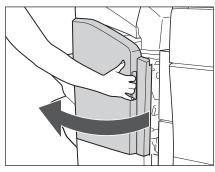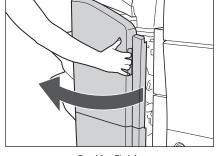
Remove the orange seal that holds the staples together after you place the staple cartridge into the staple case.

✏ NOTE

We recommend that you order staple cartridges from your local authorized Canon dealer before your stock runs out.

1 Open the front cover of the finisher.
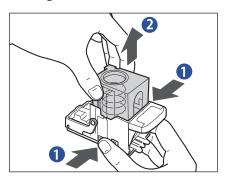
Staple Finisher

Booklet Finisher

2 Lift and pull out the staple case from the stapler unit, holding it by its green tab.
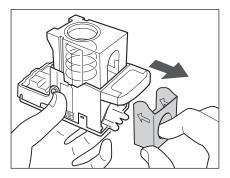
3 Place the staple case, as shown below, press the area indicated by PUSH, and then lift up the staple cartridge.
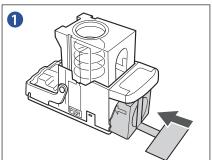
1. Press the area indicated by PUSH.

2. Lift up the staple cartridge.
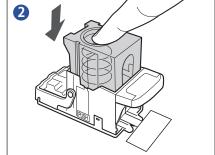
4 **Pull out the staple cartridge.**
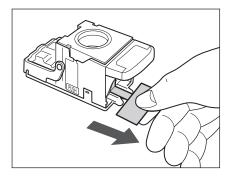
5 **Insert the new staple cartridge.**

Press the spring-loaded case down until it clicks into place.
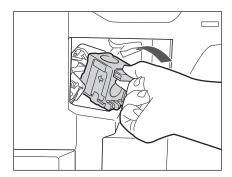
6 **Remove the seal holding the staples together, by pulling it straight out.**

![IMPORTANT icon] IMPORTANT

Make sure that you pull the seal straight out. If you pull it out at an angle, it may tear.

7 Gently push the staple case into the stapler unit, until it is securely in place.

8 Close the front cover of the finisher.
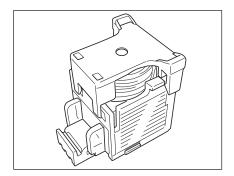
📝 NOTE

If there are no staples ready for stapling after the cover is closed, the stapler unit automatically performs a "dry" stapling operation to reposition the staples.

Replacing the Staple Cartridge in the Saddle Stitcher Unit

When the saddle stitcher unit of the Booklet Finisher is almost out of staples and the staple cartridge in the saddle stitcher unit must be replaced, a screen prompting you to replace the staple cartridge appears on the touch panel display. Follow the procedure described below to replace the staple cartridge.


Use only staple cartridges intended for use with this machine.
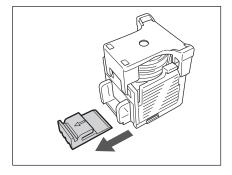
⚠ **IMPORTANT**
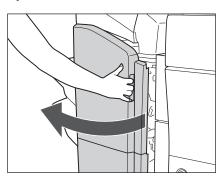
If necessary, remove all of the output paper in the Booklet Tray before replacing the staple cartridge in the saddle stitcher unit.

✏ **NOTE**
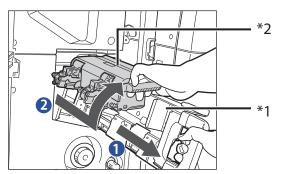
- This procedure is necessary only if the Booklet Finisher is attached.
- We recommend that you order staple cartridges from your local authorized Canon dealer before your stock runs out.
- Remove the black part on the end before inserting the staple cartridge.

1   **Open the front cover of the finisher.**
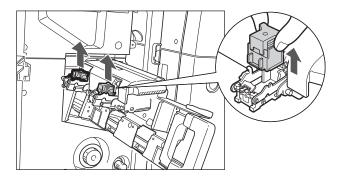
2   **Pull out the saddle stitcher unit, and pull the stapler unit towards you, and then push up the stapler unit.**
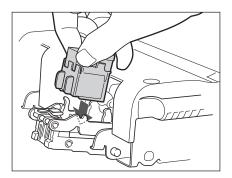
*2

1. Grip the saddle stitcher unit by its handle, and pull it out of the finisher until it stops.

2. Pull the stapler unit of the saddle stitcher unit towards you, and then push it up.

*1

*1 Saddle Stitcher Unit
*2 Stapler Unit at the Saddle Stitcher Unit

3   **Pull out the empty staple cartridge, holding it by its left and right sides.**

4 Insert the new staple cartridge.

Press the staple cartridge down until it clicks into place.

🖐 IMPORTANT
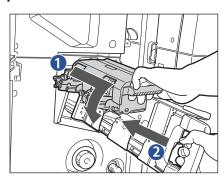
When replacing the staple cartridges, replace both the front and back staple cartridges.

✎ NOTE

Only one front and rear staple cartridge can be inserted at a time.

5 Pull the stapler unit of the saddle stitcher unit towards you, and then push it down into its original position.

1. Pull the stapler unit of the saddle stitcher unit towards you, and then push it down into its original position.

2. Gently push the saddle stitcher unit back into its original position.

6 Close the front cover of the finisher.

🖐 IMPORTANT

When you have replaced the staple cartridge, be sure to manually reposition the staples in the saddle stitcher unit. (See e-Manual > Settings/Registration.)

Removing Punch Waste
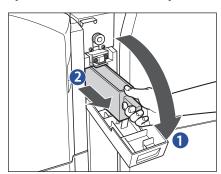
When the punch waste tray of the External 2/3 Hole Puncher becomes full, a screen prompting you to remove the punch waste appears on the touch panel display. Follow the procedure described below to remove the punch waste.

NOTE
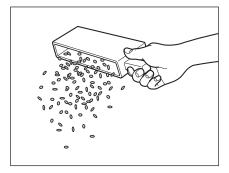
This procedure is necessary only if the External 2/3 Hole Puncher is attached.

1 **Open the front cover of the punch waste tray, and pull out the punch waste tray.**

1. Open the front cover of the punch waste tray.

2. Pull out the punch waste tray.
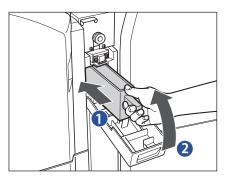
2 **Discard the punch waste.**

NOTE

Make sure that the punch waste tray is completely emptied.

3 **Return the punch waste tray to its original position, and close the front cover of the punch waste tray.**

1. Return the punch waste tray to its original position.

✐ NOTE

If the punch waste tray is not securely in place, you cannot make copies or prints in the Hole Punch mode.

2. Close the front cover of the punch waste tray.

Routine Cleaning

If the touch panel display becomes dirty and the screen may not be seen clearly, clean the touch panel display. Since the touch panel display becomes dirty from normal use, we recommend that you clean it once a week or every 10 days.

If the original is not copied clearly, clean the following parts of the machine. For high-quality printouts, we recommend cleaning these parts once or twice a month.

- Platen Glass/Underside of the Feeder (optional)
- Feeder's rollers (optional)

If streaks appear on printed output or the printed image become light or distorted, perform the following cleaning as necessary.

- Automatic Feeder Cleaning
- Wire Cleaning
- Drum Cleaning

⚠ WARNING

- **When cleaning the machine, first turn OFF the main power switch, and disconnect the power cord. Failure to observe these steps may result in a fire or electrical shock.**
- **Do not use alcohol, benzene, paint thinner, or other solvents for cleaning. Doing so may result in damage to the plastic parts.**
- **Disconnect the power cord from the power outlet regularly, and clean the area around the base of the power plug's metal pins and the power outlet with a dry cloth to ensure that all dust and grime is removed. If the power cord is connected for a long period of time in a damp, dusty, or smoky location, dust can build up around the power plug and become damp. This may cause a short circuit and result in a fire.**

✎ NOTE
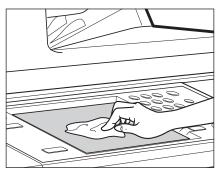
The following procedures are necessary only if the Feeder (Duplex Color Image Reader Unit) is attached.
- Cleaning the Platen Glass/Underside of the Feeder
- Manual Feeder Cleaning
- Automatic Feeder Cleaning
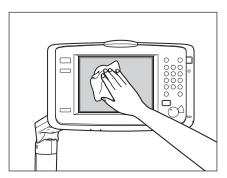
Cleaning the Touch Panel Display

Follow the procedure below to clean the touch panel display.

1 **Wipe the touch panel display with a cloth dampened in water or a mild cleaning agent, and then wipe the area clean with a soft, dry cloth.**

Control Panel (Flat)

Upright Control Panel

Cleaning the Platen Glass/Underside of the Feeder
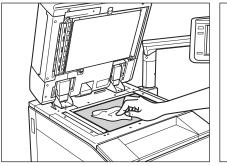
Clean the platen glass and the underside of the feeder by following the procedure below.
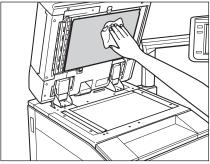
> **IMPORTANT**
>
> If the platen glass or the underside of the feeder is dirty, documents may not be scanned clearly, and the size of the document may not be detected correctly.

1 **Clean the platen glass and the underside of the feeder with a cloth dampened with water or a mild detergent, and then wipe them clean with a soft dry cloth.**

> **⚠ CAUTION**
>
> **Do not dampen the cloth too much, as this may damage the original or break the machine.**

Manual Feeder Cleaning

If originals that have been fed through the feeder have streaks or appear dirty, clean the feeder's scanning area and the rollers.

> **⚠ CAUTION**
>
> **Do not dampen the cloth too much, as this may damage the original or break the machine.**
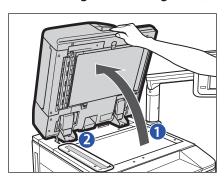
> **IMPORTANT**
>
> If the document feed scanning area is dirty, documents may not be scanned clearly, and the size of the document may not be detected correctly.
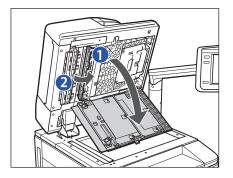
Cleaning the Original Scanning Area of the Feeder (Duplex Color Image Reader Unit)

1 **Clean the original Scanning area (thin glass strip).**

1. Open the feeder.

2. Clean the original scanning area with a cloth dampened in water, and then wipe the area with a soft dry cloth.

2 Open the covers.
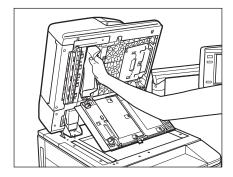
1. Pull the lever above the feeder, and open the cover of the scanning area.
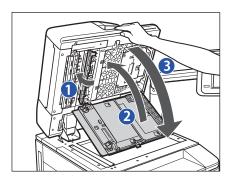
⚠ CAUTION
Open the cover of the scanning area carefully, as not to scratch the platen glass.

2. Hold the blue tab above the inside cover, and open the inside cover in the direction indicated by the arrow in the illustration left.

3 Clean the feed scanning area (thin glass strip) with a cloth dampened in water or a mild detergent, and then wipe the area with a soft dry cloth.

4 Close the covers and the feeder.

1. Close the inner cover.

2. Close the cover of the scanning area.

3. Close the feeder.
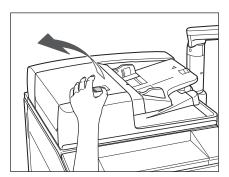
⚠ CAUTION
- When closing the feeder cover, be careful not to get your fingers caught, as this may result in personal injury.
- Be aware that the light emitted from the platen glass may be very bright when closing the feeder.
- Do not dampen the cloth too much, as this may damage the original or break the machine.

Cleaning the Feeder's Rollers
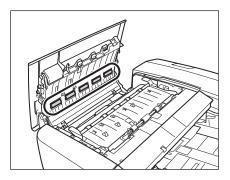
🖐 IMPORTANT

Spin the rollers while cleaning them.

1 **Pull the lever, and open the feeder cover.**
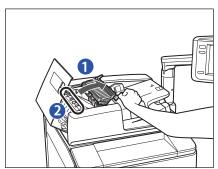
2 **Clean the rollers (a total of five places) inside the feeder cover with a cloth dampened with water. Then,wipe the area with a soft, dry cloth.**
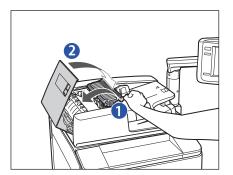
3 **Open the inner cover, and clean the rollers.**
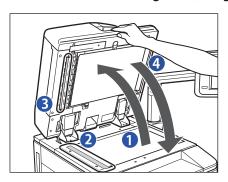
1. Open the inner cover, holding it by its front tab.

2. Clean the rollers (a total of five places) inside the inner cover with a cloth dampened with water. Then, wipe the area with a soft dry cloth.

4 **Close the covers.**

1. Close the inner cover.

2. Close the feeder cover.

5 **Clean the feeder scanning area (thin glass strip) and the resin roller.**

1. Open the feeder.

2. Clean the feeder scanning area with a cloth dampened with water. Then, wipe the area with a soft dry cloth.

3. Clean the left side of the rubber roller with a cloth dampened with water. Then, wipe the area with a soft dry cloth.

4. Close the feeder.

⚠ **CAUTION**

Be aware that the light emitted from the platen glass may be very bright when closing the feeder.

Automatic Feeder Cleaning

If your originals have black streaks or appear dirty after scanning them through the feeder, clean the rollers of the feeder.

⌀ NOTE
- It takes approximately 20 seconds to clean the feeder.
- Feeder Cleaning cannot be performed during printing.

1 **Press** ⊚**(Settings/Registration)** → **[Adjustment/Maintenance]** → **[Maintenance]** → **[Clean Feeder].**

2 **Place 10 sheets of blank paper into the feeder** → **press [Start].**

Make sure that you fan the sheets of paper well.

Use normal LTR paper.

When cleaning is complete, try scanning again.

⌀ NOTE
To cancel feeder cleaning while it is in progress, press [Cancel].

Wire Cleaning

If streaks appear on printed output or random parts of the printed image are missing, clean the corona assembly wires inside the main unit.

⌀ NOTE
- It takes approximately 35 seconds to clean the wire.
- Wire cleaning cannot be performed during printing.

1 **Press** ⊚**(Settings/Registration)** → **[Adjustment/Maintenance]** → **[Maintenance]** → **[Clean Wire].**

2 **Press [Start].**

When cleaning is complete, try printing again.

Drum Cleaning

Printed images may be light or distorted when the machine is used immediately after installation or after a long period time of not using the machine. If printed images are light or distorted, clean the drum inside the machine as necessary.

⌀ NOTE
- It takes approximately five minutes to clean the drum.
- Drum cleaning cannot be performed drum printing.

1 **Press** ⊚**(Settings/Registration)** → **[Adjustment/Maintenance]** → **[Maintenance]** → **[Clean Drum].**

2 **Press [Start].**

When cleaning is complete, try printing again.
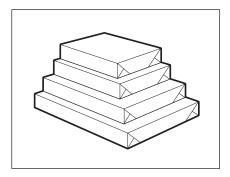
Consumables

The following consumables are available from Canon. For more information, contact your local authorized Canon dealer.

We recommend that you order paper stock and toner from your local authorized Canon dealer before your stock runs out.

■ Paper Stock

In addition to plain paper (11" x 17", LGL, LTR, and STMT), recycled paper, color paper, transparencies (recommended for this machine), tracing paper, labels, and other types of paper stock are available. For more information, contact your local authorized Canon dealer.

⚠ **CAUTION**

Do not store paper in places exposed to open flames, as this may cause the paper to ignite, resulting in burns or a fire.

🖐 IMPORTANT

To prevent moisture build-up, tightly wrap any remaining paper in its original package for storage.

✏ NOTE
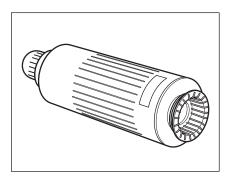
- For high-quality printouts, use paper recommended by Canon.
- Some commercially available paper types are not suited for this machine. Contact your local authorized Canon dealer when you need to purchase paper.

■ Toner

If a message prompting you to replace the toner cartridge appears on the touch panel display, replace the used toner cartridge with a new one.

Use only toner cartridges intended for use with this machine.

Product Name	Corresponding Canon Genuine Toner Cartridge
imageRUNNER ADVANCE 6075/6065/6055	Canon GPR-38 Black Toner

⚠ WARNING

- **Do not burn or throw used toner cartridges into open flames, as this may cause the toner remaining inside the cartridges to ignite, resulting in burns or a fire.**
- **Do not store toner cartridges in places exposed to open flames, as this may cause the toner to ignite, resulting in burns or a fire.**

⚠ CAUTION

Keep toner and other consumables out of the reach of small children. If these items are ingested, consult a physician immediately.

🖐 IMPORTANT
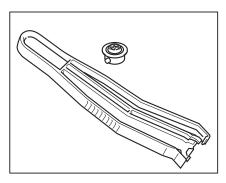
- Store toner cartridges in a cool location, away from direct sunlight. (The recommended storage conditions are: temperatures below 86°F, and humidity below 80%.)
- [Be careful of counterfeit toner cartridges]
  Please be aware that there are counterfeit Canon toner cartridges in the marketplace. Use of counterfeit toner cartridge may result in poor print quality or machine performance. Canon is not responsible for any malfunction, accident or damage caused by the use of counterfeit toner cartridge.
  For more information, see http://www.canon.com/counterfeit.

■ **Stamp Cartridge**

The stamp cartridge is used to stamp originals. Use the tweezers provided to remove and replace the stamp cartridge.

■ **Genuine Supplies**

Canon has developed and manufactured Toner, Parts, and Supplies specifically for use in this machine. For optimal print quality and for optimal machine performance and productivity, we recommend that you use Genuine Canon Toner, Parts, and Supplies Contact your Canon Authorized Dealer or Service Provider for Genuine Canon Supplies.

Troubleshooting

This chapter explains what to do in response to a paper jam in the main unit, or optional units, and an error message display.

Before Troubleshooting

Precautions for Troubleshooting

This section describes precautions for troubleshooting, such as clearing paper jams. We recommend that you read this section prior to troubleshooting.

⚠ WARNING

There are some areas inside the machine which are subject to high-voltages. When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets, or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.

⚠ CAUTION

- **When closing the cover, or pushing the unit back into the machine, be careful not to get your fingers caught, as this may result in personal injury.**
- **When removing jammed originals or paper, take care not to cut your hands on the edges of the originals or paper.**
- **When removing paper which has become jammed inside the machine, take care not to cut your hands or injure yourself on the inside of the machine. If you cannot remove the paper, contact your local authorized Canon dealer.**
- **When removing paper which has become jammed inside the machine, take care not to allow the toner on the jammed paper to come into contact with your hands or clothing, as this will dirty your hands or clothing. If they become dirty, wash them immediately with cold water. Washing them with warm water will set the toner, and make it impossible to remove the toner stains.**
- **When removing paper which has become jammed inside the machine, remove the jammed paper gently to prevent the toner on the paper from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.**

👆 IMPORTANT

Take care when handling the optional equipment that is attached to the machine. When an optional unit's cover is opened to replace a staple cartridge, discard the punch waste, or clear paper or staple jams, prints may still be output if other optional units are operating normally, and are not involved in the paper or staple jam removal procedure.

✎ NOTE

The screen indicating the location of the paper jam repeatedly appears on the touch panel display until the paper jam is entirely cleared. For more information, see "Screens Indicating the Locations of Paper Jams," on p. 2-4.

Reducing the Frequency of Paper Jams

If paper jams occur frequently, even though there is no apparent problem with the machine, either one of the following two reasons may be the cause. Follow the instructions described below to reduce the frequency of paper jams.

■ There are torn pieces of paper left inside the machine.

Pulling jammed paper out of the machine by force may leave parts of the paper torn inside, leading to frequent paper jams. If paper tears while you are trying to remove jammed paper from the machine, make sure that you remove all of the torn pieces.

■ The paper loaded in the paper drawer differs from the setting.

Make sure that the paper loaded in the paper drawer matches the paper size/type registered in Settings/Registration.

Procedure to Remove the Jammed Paper Effectively from the Paper Drawers

If a paper jam occurs in the paper drawers and you do not perform correct operations, paper jam may occur continuously. This section explains how to clear the paper jam effectively in the paper drawers.

▽ : Do not apply (OK)

▼ : Apply (No Good (NG))

A paper jam occurs.

⬇

1. Check that there is a problem with paper.
   - Paper is loaded diagonally.
   - Paper appears dirty and has tears.   ⇨ Step 3
   - Several sheets of paper are attached.
   - Paper is already curled.

⬇

2. • Align the edges of paper and reload it.
   - Remove the paper with a problem.   ⇨ Finish
     → Check that the machine operates normally.

⬇

3. Fan all four borders of paper well.   ⇨ Finish
   → Check that the machine operates normally.

⬇

4. Check that the paper stack is not curled.
   Turn the paper stack over and check that the paper stack is   ⇨ Step 7
   not curled to the opposite direction.

⬇

5. Turn the paper stack over and reload it.   ⇨ Finish
   → Check that the machine operates normally.

⬇

6. Gently bend the paper in the direction opposite to the curl.
   Reload the paper with less than ±5 mm curls.   ⇨ Finish
   → Check that the machine operates normally.

⬇

7. Use a new paper stack or change the paper type.

Clearing Paper Jams

If a paper jam occurs, the following screens appear on the touch panel display.

Screens Indicating the Locations of Paper Jams

The screen indicating the location of the paper jam and instructions on how to clear the paper jam appear on the touch panel display. This screen repeatedly appears on the touch panel display until the paper jam is entirely cleared.

■ Example of a Screen Indicating the Location of the Paper Jam

You can check the location of the paper jam on the touch panel display.

If you press [Close], you can continue operations, such as setting modes, even if the jammed paper is not removed immediately.

🖐 IMPORTANT

If a paper jam occurs in the Feeder, you cannot continue operating the machine. Follow the directions on the touch panel display to clear the paper jam. (See "Feeder (Duplex Color Image Reader Unit-C1) (Optional)," on p. 2-17.)

■ Example of a Screen Indicating How to Clear the Paper Jam

⚠ CAUTION

- The fixing unit and its surroundings inside the machine may become hot during use. When removing jammed paper or when inspecting the inside of the machine, do not touch the fixing unit and its surroundings, as doing so may result in burns or electrical shock.
- When removing jammed paper or when inspecting the inside of the machine, do not be exposed to the heat emitted from the fixing unit and its surroundings for prolonged time, as doing so may result in low temperature burns, even though you did not touch them directly.
- If a paper jam occurs, follow the directions on the touch panel display to remove any jammed paper from inside the machine. Do not insert your fingers into the part not indicated on the touch panel display, as doing so may result in personal injury or burns.
- After clearing all paper jams, remove your hands from the machine immediately. Even if the machine is not in operation, your hands, hair, or clothing may get caught in the feed rollers, which could result in personal injury or damage if the machine suddenly starts printing.

NOTE

If paper is jammed in several locations, remove the jammed paper in the order indicated on the touch panel display.

1 Inspect all paper jam locations indicated on the touch panel display, and remove any jammed paper.

See the appropriate sections below for instructions on finding and removing jammed paper. Or, you can follow the instructions on the touch panel display.
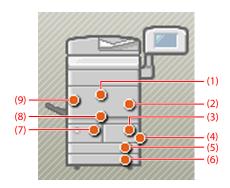
If jammed paper tears while it is being removed, be sure to remove any remaining pieces from inside the machine.

IMPORTANT

If the machine's power is turned OFF when there is a paper jam, detection of paper jams in the paper drawers is not possible after the power is turned back ON. Clear paper jams without turning the power OFF.

NOTE

- Some areas that are shown to have paper jams may not actually have paper jams. However, always check all locations indicated on the touch panel display in the order that is given.
- For information on the possible locations where paper jams may occur and how to remove the jammed paper, see the following.

(1)(8)(9): Main Unit (Fixing Transport Unit) (See "Main Unit (Fixing Transport Unit)," on p. 2-10.)
(2): Multi-Purpose Tray (See "Multi-Purpose Tray," on p. 2-12.)
(2)(4): Upper and Lower Right Covers (See "Inside the Upper and Lower Right Covers," on p. 2-14.)
(3)(7): Paper Drawers 1 and 2 (See "Paper Drawers 1 and 2," on p. 2-15.)
(5)(6): Paper Drawers 3 and 4 (See "Paper Drawers 3 and 4," on p. 2-16.)

2   **If a paper jam occurs inside an optional unit, see the instructions in the following sections.**

● **Feeder (Duplex Color Image Reader Unit):**

   ☐ Feeder (Duplex Color Image Reader Unit-C1) (Optional)

● **Paper Deck Unit-A1:**

   ☐ Paper Deck Unit-A1/Paper Deck Unit-D1 (Optional)

● **Paper Deck Unit-D1:**

   ☐ Paper Deck Unit-A1/Paper Deck Unit-D1 (Optional)

● **Document Insertion/Folding Unit:**

☐ Document Insertion/Folding Unit-H1 (Insertion Unit) and Document Insertion Unit-L1 (Optional)

☐ Document Insertion/Folding Unit-H1 (Folding Unit) (Optional)

● **Document Insertion Unit:**

☐ Document Insertion/Folding Unit-H1 (Insertion Unit) and Document Insertion Unit-L1 (Optional)

● **External 2/3 Hole Puncher:**

☐ External 2/3 Hole Puncher-A1 (Optional)

Open the front cover of the puncher unit.

● **Staple Finisher:**

☐ Staple Finisher-E1/Booklet Finisher-E1 (Optional)

Remove the paper from the finisher trays.

● **Booklet Finisher:**

☐ Staple Finisher-E1/Booklet Finisher-E1 (Optional)

Remove the paper from the finisher trays.

☐ Booklet Finisher-E1 (Optional)

● **Copy Tray :**

☐ Copy Tray-Q1 (Optional)

3 **After you have removed all of the jammed paper in the locations indicated on the touch panel display, restore all levers and covers to their original positions.**

4 **Continue to follow the procedure and instructions on the touch panel display.**

Once you have removed all of the jammed paper in locations other than the feeder, printing or copying resumes.

If there is paper that still needs to be removed, a screen indicating how to clear that paper jam appears on the touch panel display. Repeat the procedure from step 1.

✎ NOTE

You do not have to re-enter the number of copies or prints, even if you are copying or printing multiple sets. The machine automatically recalculates the number of copies or prints to make based on the number of sheets that have jammed.

Main Unit (Fixing Transport Unit)

If a paper jam occurs in the main unit area, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.


⚠ **CAUTION**
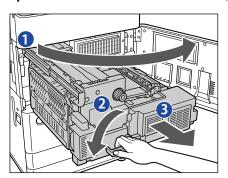
The fixing unit and its surroundings inside the machine may become hot during use. When removing jammed paper or when inspecting the inside of the machine, do not touch the fixing unit and its surroundings, as doing so may result in burns or electrical shock.

🖐 IMPORTANT
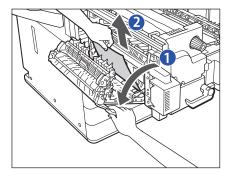
If the Copy Tray is attached to the main unit, follow the procedure that appears on the touch panel display to remove the jammed paper. (See "Copy Tray-Q1 (Optional)," on p. 2-41.)

1 Open the front cover of the main unit, and pull out the fixing transport unit.
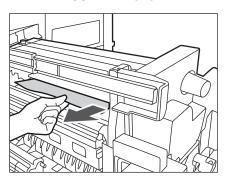
1. Open the front cover.

2. Move the green lever in the direction of the arrow.

3. Pull out the fixing transport unit.

2 Remove any jammed paper from the left guide.

1. Open the left guide .

2. Remove any jammed paper.

3 Remove any jammed paper from the fixing unit.

IMPORTANT

If you cannot pull out the jammed paper, proceed to the next step. Do not pull out jammed paper by force, as this may leave torn pieces inside the machine and cause the machine to malfunction.

4 Remove any jammed paper from the lower guide.

1. Open the lower guide, holding by the green tab.

2. Remove any jammed paper.

3. Close the lower guide.

5 Remove any jammed paper from the fixing unit.

1. Pull the paper gently.

2. While pulling the paper, turn the knob to the left.
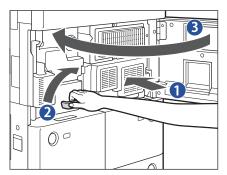
3. Close the left guide.

6 **Push the fixing transport unit back into its original position, and close the front cover.**

1. Push the fixing transport unit back into its original position.

2. Return the green lever to its original position.

3. Close the front cover.

7 **Follow the instructions on the touch panel display.**
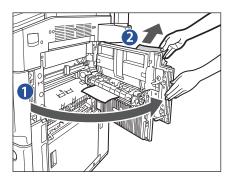
Multi-Purpose Tray

If a paper jam occurs inside the Multi-purpose Tray, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.
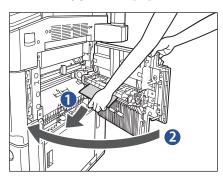
1 **Open the upper right cover of the main unit, and remove all of the paper from the multi-purpose tray.**

If the Paper Deck Unit-A1 or the Paper Deck Unit-D1 is attached to the main unit, press the release button, and move the Paper Deck Unit-A1 or the Paper Deck Unit-D1 away from the main unit before proceeding with this procedure. For more information, see e-Manual > Optional Products/Software.

1. Open the upper right cover.

2. Remove all of the paper that is not jammed from the multi-purpose tray.

2 Remove any jammed paper from the upper right cover, and close the upper right cover.

1. Remove any jammed paper.

2. Close the upper right cover.

If the Paper Deck Unit-A1 or the Paper Deck Unit-D1 has been moved away from the main unit, reconnect either of them to the main unit. For more information, see e-Manual > Optional Products/Software.

3 Follow the instructions on the touch panel display.
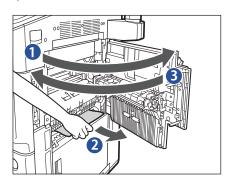
Inside the Upper and Lower Right Covers

If a paper jam occurs inside the upper or lower right cover, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.
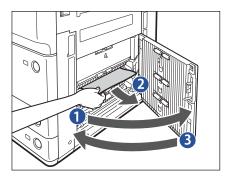
1 **Remove any jammed paper from the upper right cover of the main unit.**

If the Paper Deck Unit-A1 or the Paper Deck Unit-D1 is attached to the main unit, press the release button, and move the Paper Deck Unit-A1 or the Paper Deck Unit-D1 away from the main unit before proceeding with this procedure. For more information, see e-Manual > Optional Products/Software.

1. Open the upper right cover.

2. Remove any jammed paper.

3. Close the upper right cover.

2 **Remove any jammed paper from the lower right cover of the main unit.**

1. Open the lower right cover.

2. Remove any jammed paper.

3. Close the lower right cover.

If the Paper Deck Unit-A1 or the Paper Deck Unit-D1 has been moved away from the main unit, reconnect either of them to the main unit. For more information, see e-Manual > Optional Products/Software.

3 **Follow the instructions on the touch panel display.**

Paper Drawers 1 and 2

If a paper jam occurs inside Paper Drawer 1 or 2, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.


Paper Drawer 1

Paper Drawer 2

✎ NOTE
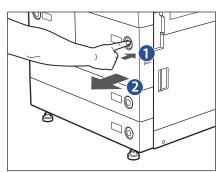
If a paper jam occurs inside the Paper Drawer 1 or Paper Drawer 2, you can remove the jammed paper by following the procedure described below. This manual uses the Paper Drawer 1 as an example.
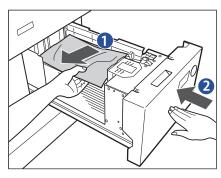
1 Pull out the Paper Drawer 1.

1. Press and release the button.

2. Pull out the Paper Drawer 1 until it stops.

   If the paper drawer seems to be stuck, do not pull it out by force. Push it back into the machine, press the release button again, and then pull it back out.

2 Remove any jammed paper, and push Paper Drawer 1 back into the machine.
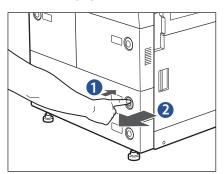
1. Remove any jammed paper.

2. Gently push Paper Drawer 1 back into the machine until it clicks into place in the closed position.

3 Follow the instructions on the touch panel display.

Paper Drawers 3 and 4

If a paper jam occurs inside Paper Drawer 3 or 4, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.
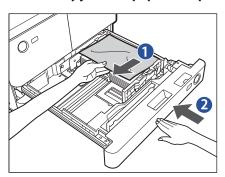
1 **Pull out the paper drawer indicated on the touch panel display.**

1. Press and release the button.

2. Pull out the paper drawer until it stops.

2 **Remove any jammed paper, and push the paper drawer back into the machine.**
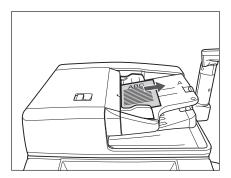
1. Remove any jammed paper.

2. Gently push the paper drawer back into the machine until it clicks into place in the closed position.

3 **Follow the instructions on the touch panel display.**

Feeder (Duplex Color Image Reader Unit-C1) (Optional)
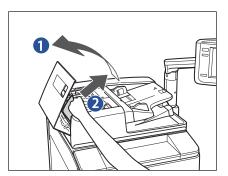
If a paper jam occurs in the Feeder, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.

1 Remove originals from the original supply tray.

2 Remove any originals from the feeder cover.
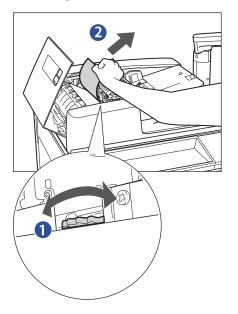
1. Pull the lever, and open the feeder cover.

2. Remove any jammed originals.

   If there is difficulty in removing jammed paper, do not try to remove it forcibly, and proceed to step 3.

3 **Open the inner cover, holding by its tab.**
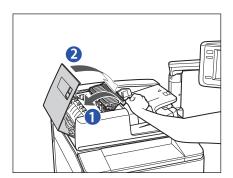
4 **Turn the green feed dial, and remove any jammed originals.**
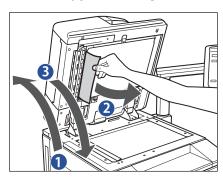
1. Turn the green feed dial.

2. Remove any jammed originals.

5 **Close the inner cover and the feeder cover.**

1. Close the inner cover.

2. Close the feeder cover.

6 Remove any jammed originals from the feeder.

1. Lift the feeder.

2. Remove any jammed originals.

3. Close the feeder.

> ⚠ **CAUTION**
> • Close the feeder gently to avoid catching your hand, as this may result in personal injury.
> • Be aware that the light emitted from the platen glass may be very bright when closing the feeder.

7 Follow the instructions on the touch panel display.

Paper Deck Unit-A1/Paper Deck Unit-D1 (Optional)

If a paper jam occurs in the Paper Deck Unit-A1 or Paper Deck Unit-D1, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.

Paper Deck Unit-A1


Paper Deck Unit-D1
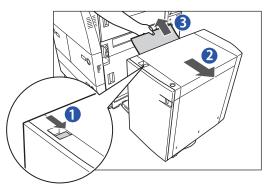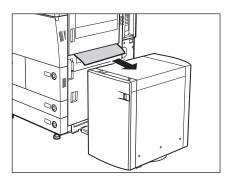
> ✎ **NOTE**
> If a paper jam occurs inside the Paper Deck Unit-A1 or Paper Deck Unit-D1, you can remove the jammed paper by following the procedure described below. This manual uses the Paper Deck Unit-A1 as an example.

1 **Move the Paper Deck Unit-A1 away from the main unit, and remove any jammed paper from the feeding area.**
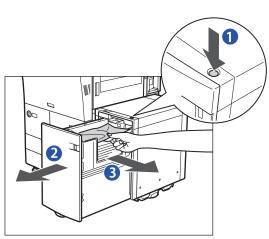
1. Press the release button.

2. Move the Paper Deck Unit-A1 away from the main unit.

3. Remove any jammed paper.

Paper can also be jammed in the feeding slot on the side of the main unit. Remove any jammed paper from the feeding slot.

2 **Open the paper deck, and remove any jammed paper.**

1. Press the open button.

2. Open the paper deck.

The inside lifter descends automatically.
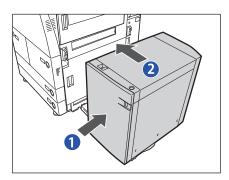
IMPORTANT

If the machine is in the Sleep mode (the touch panel is not displayed, and only the main power indicator is lit), you may not be able to open the paper deck. In this case, press the control panel power switch to reactivate the machine, and then press the open button on the Paper Deck Unit-A1.
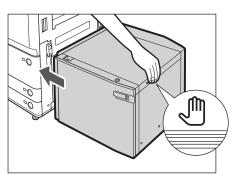
3. Remove any jammed paper.

Look carefully, as jammed paper may be difficult to see.

3 **Close the paper deck, and reconnect the Paper Deck Unit-A1 to the main unit.**

1. Close the paper deck.

2. Reconnect the Paper Deck Unit-A1 to the main unit.

   If you are using Paper Deck Unit-D1, place your hand where the hand

   symbol (🖐) is located on the paper deck unit and reconnect it to the
   main unit.

4 **Follow the instructions on the touch panel display.**

Document Insertion/Folding Unit-H1 (Insertion Unit) and Document Insertion Unit-L1 (Optional)

If a paper jam occurs inside the insertion unit of the Document Insertion/Folding Unit or Document Insertion Unit, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.

Insertion Unit (Document Insertion/Folding Unit)

Document Insertion Unit
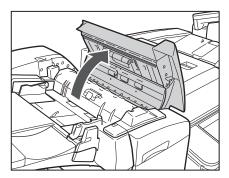
Inside the Insertion Unit (Document Insertion/Folding Unit)
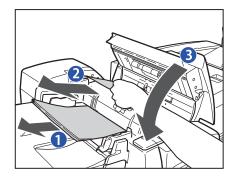
Document Insertion Unit

⚠ CAUTION

The insertion unit of the Document Insertion/Folding Unit or the Document Insertion Unit may interfere with the External 2/3 Hole Puncher or the finisher when clearing jams. Lift up the insertion unit before removing jams from the External 2/3 Hole Puncher or the finisher.

Insertion Unit

1 **Open the top cover of the Document Insertion/Folding Unit or Document Insertion Unit.**
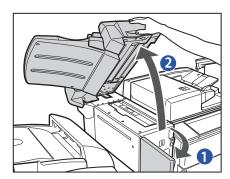
2 **Remove any jammed paper from the top cover.**
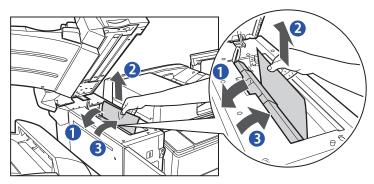
1. Remove all of the paper that is not jammed.

2. Remove any jammed paper.

3. Close the top cover.

3 **Open the front cover and the insertion unit.**
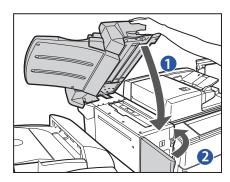
1. Open the front cover.

2. Open the insertion unit.

4 **Remove any jammed paper from the delivery unit.**

1. Open the delivery unit.

2. Remove any jammed paper.

3. Close the delivery unit.

5 **Close the insertion unit and the front cover.**

1. Close the insertion unit.

2. Close the front cover.
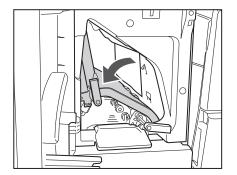
6 **Follow the instructions on the touch panel display.**

Inside the Insertion Unit
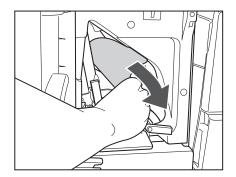
1 **Open the front cover of the Document Insertion/Folding Unit or Document Insertion Unit.**
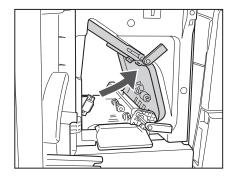
2 **Open the upper delivery guide.**

3 **Remove any jammed paper.**
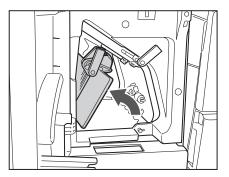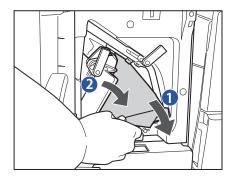
4 **Close the upper delivery guide.**

5 Open the lower delivery guide.

6 Remove any jammed paper from the lower delivery guide.

1. Remove any jammed paper.

2. Close the lower delivery guide.

7 Close the front cover.

8 Follow the instructions on the touch panel display.

Document Insertion/Folding Unit-H1 (Folding Unit) (Optional)

If a paper jam occurs inside the Document Insertion/Folding Unit, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.

⚠ CAUTION
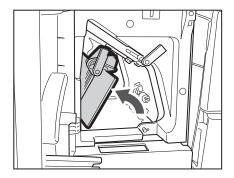
The insertion unit of the Document Insertion/Folding Unit or the Document Insertion Unit may interfere with the External 2/3 Hole Puncher or the finisher when clearing jams. Lift up the insertion unit before removing jams from the External 2/3 Hole Puncher or the finisher.
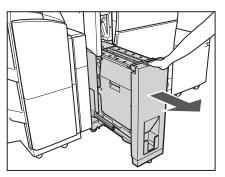
1 **Open the front cover of the Document Insertion/Folding Unit.**
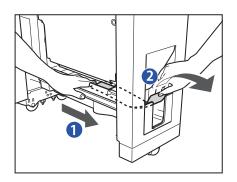
2 **Open the lower delivery guide.**

_3_ **Pull out the Document Insertion/Folding Unit.**
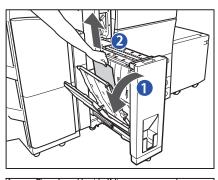
_4_ **Remove any jammed paper from the exit slot.**
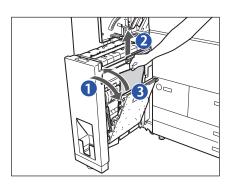
1. Push out any jammed paper toward the exit slot.

2. Remove any jammed paper.

_5_ **Remove any jammed paper from the left guide.**

1. Open the left guide.
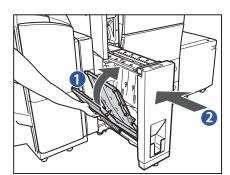
2. Remove any jammed paper from the inside guide.

3. Remove any jammed paper from the outside guide.

6   Remove any jammed paper from the right guide.

1. Open the right guide.

2. Remove any jammed paper.

3. Close the right guide.

7   Close the left guide, and return the Document Insertion/Folding Unit to its original position.
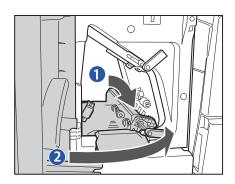
1. Close the left guide.

2. Return the Document Insertion/Folding Unit to its original position.

✋ IMPORTANT

When returning the Document Insertion/Folding Unit to its original position, be caseful not to get your hands caught, as this may result in personal injury.

8   Close the lower delivery guide and the front cover.

1. Close the lower delivery guide.

2. Close the front cover.
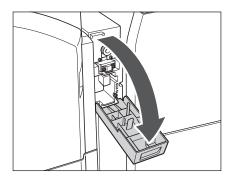
9   Follow the instructions on the touch panel display.

External 2/3 Hole Puncher-A1 (Optional)
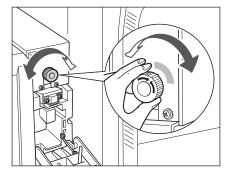
If a paper jam occurs inside the External 2/3 Hole Puncher, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.
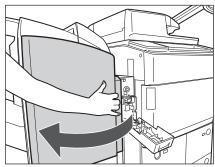

1 **Open the front cover of the External 2/3 Hole Puncher.**
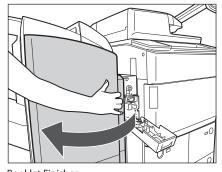
2 **Set the green knob to the fixed position.**

3   Open the front cover of the finisher.

Staple Finisher
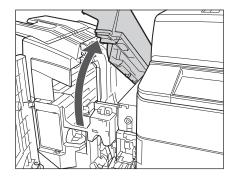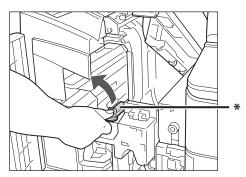
Booklet Finisher

4   Open the top cover of the finisher.
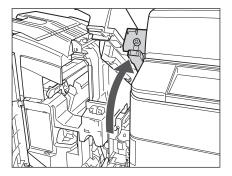
If the Document Insertion/Folding Unit unit is attached, lift the insertion unit.

5   Open the delivery guide.

*
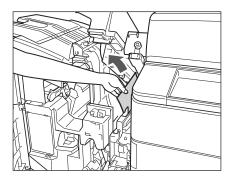
* Delivery Guide
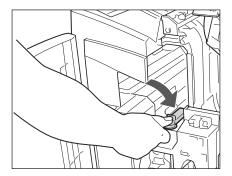
6 **Open the top cover of the puncher unit.**
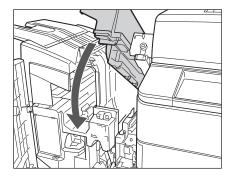
7 **Remove any jammed paper from the puncher unit and the finisher.**

8 **Close the delivery guide.**

2

Troubleshooting
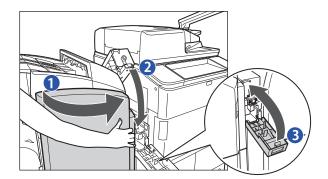
9 Close the top cover of the finisher.

10 Close the covers.

1. Close the front cover of the finisher.

2. Close the top cover of the puncher unit.

If the Document Insertion/Folding Unit or Document Insertion Unit is attached to the main unit, close the insertion unit.

3. Close the front cover of the puncher waste tray.

11 Follow the instructions on the touch panel display.

Staple Finisher-E1/Booklet Finisher-E1 (Optional)

If a paper jam occurs inside the top cover of the Staple Finisher/Booklet Finisher or the output delivery unit, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.

Staple Finisher
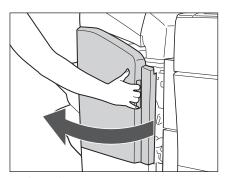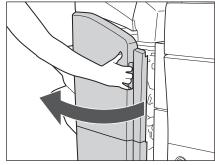
Booklet Finisher

Inside the Top Cover

1 **Open the front cover of the finisher.**
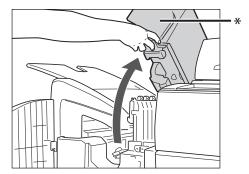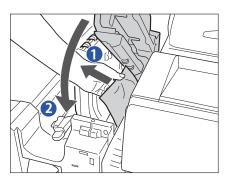
Staple Finisher

Booklet Finisher

If the Document Insertion/Folding Unit or Document Insertion Unit is attached, open the insertion unit. (See e-Manual > Optional Products/Software.)

2 **Open the top cover of the finisher.**

∗

* Top Cover

3 **Remove any jammed paper, and close the top cover of the finisher.**

1. Remove any jammed paper.

2. Close the top cover of the finisher.
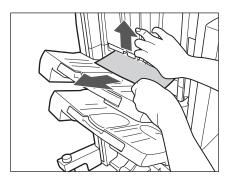
   If you open the Document Insertion/Folding Unit or Document Insertion Unit in step 1, close the insertion unit.

4 **Close the front cover of the finisher.**

5 **Follow the instructions on the touch panel display.**

Output Area

1 **Open the output slot on the outside of the finisher, and remove any jammed paper that is visible.**
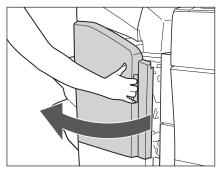
If you cannot see any jammed paper, check if any jammed paper is stuck inside the output area of the finisher.

◖ IMPORTANT
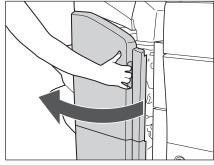
If a paper jam occurs when you are printing in the Staple mode, do not remove the output sheets that are waiting to be stapled. (Printing and stapling resume after you clear the paper jam.)
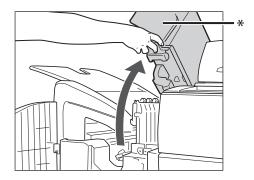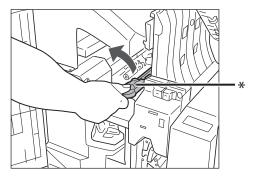
2 Open the front cover of the finisher.

Staple Finisher

Booklet Finisher

If the Document Insertion/Folding Unit or Document Insertion Unit is attached, open the insertion unit. (See e-Manual > Optional Products/Software.)

3 Open the top cover of the finisher.

* Top Cover

4 Open the delivery guide.

* Delivery Guide

5 Remove any jammed paper.
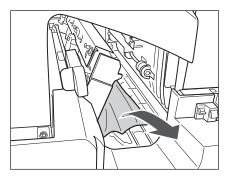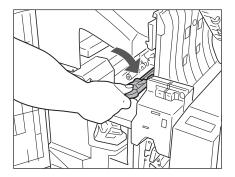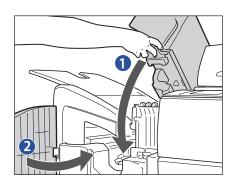
6 Close the delivery guide.

⚠ CAUTION

When closing the delivery guide, be careful not to get your fingers caught, as this may result in personal injury.

7 Close the top cover and front cover of the finisher.

1. Close the top cover.

   If you open the Document Insertion/Folding Unit or Document Insertion Unit in step 2, close the insertion unit.

2. Close the front cover.

8 Follow the instructions on the touch panel display.

Booklet Finisher-E1 (Optional)
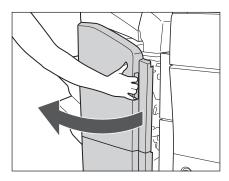
If a paper jam occurs inside the front cover or the saddle stitcher unit of the Booklet Finisher, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.
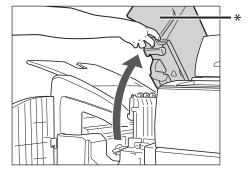
Front Cover

1 **Open the front cover of the finisher.**
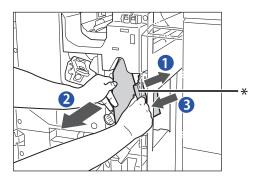
If the Document Insertion/Folding Unit or Document Insertion Unit is attached, open the insertion unit. (See e-Manual > Optional Products/Software.)

2 **Open the top cover of the finisher.**

* Top Cover

3 Remove any jammed paper from the upper delivery guide.

* Upper Delivery Guide
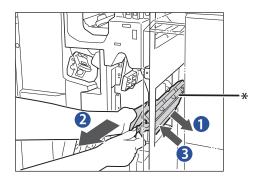
1. Tilt the upper delivery guide to the right.

2. Remove any jammed paper.

3. Return the upper delivery guide to its original position.

   Springs are attached to the upper delivery guide, so it returns to its original position when released.

⚠ **CAUTION**

When releasing the upper delivery guide, be careful not to get your fingers caught, as this may result in personal injury.

4 Remove any jammed paper from the lower delivery guide.

* Lower Delivery Guide

1. Tilt the lower delivery guide to the right.

2. Remove any jammed paper.

3. Return the lower delivery guide to its original position.

5 Close the top cover and front cover of the finisher.

1. Close the top cover of the finisher.

   If you open the Document Insertion/Folding Unit or Document Insertion Unit in step 1, close the insertion unit.

2. Close the front cover of the finisher.

6 Follow the instructions on the touch panel display.

Saddle Stitcher Unit

1 **Open the front cover of the finisher.**
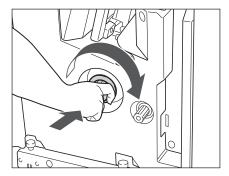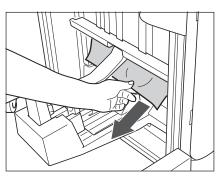
2 **Turn the small knob on the right in the direction of the arrow (counterclockwise).**
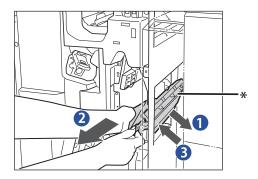
3 **While pushing in the larger knob on the left, turn it in the direction of the arrow (clockwise).**

4 **Remove any jammed paper protruding from the saddle stitcher unit.**

5 Remove any jammed paper from the lower delivery guide.

1. Tilt the lower delivery guide to the right.

2. Remove any jammed paper.

3. Return the lower delivery guide to its original position.

*

* Lower Delivery Guide

6 Close the front cover of the finisher.

7 Follow the instructions on the touch panel display.

Copy Tray-Q1 (Optional)

If a paper jam occurs inside the Copy Tray, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.

Remove Jammed Paper   081788   Close

Open the front cover.

The paper was jammed.

⚠ CAUTION
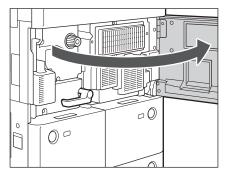
The fixing unit and its surroundings inside the machine may become hot during use. When removing jammed paper or when inspecting the inside of the machine, do not touch the fixing unit and its surroundings, as doing so may result in burns or electrical shock.

1 Remove all of the outputted paper from the output tray.

🖑 IMPORTANT
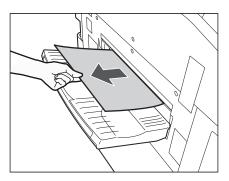
If there is any jammed paper, do not pull out by force. Proceed to the next step.

2 Open the front cover of the main unit.
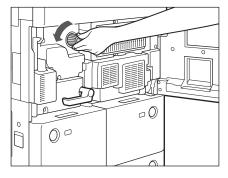
3 Remove any jammed paper.

If you pull the jammed paper gently and you can pull out, remove the paper.
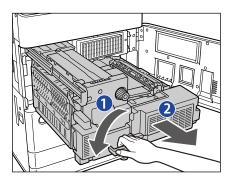
If the edge of the paper can be seen a little, you may not be able to pull out the paper from the output tray. In this case, turn the knob to the left twice or three times until the edge of the paper cannot be seen completely.

 IMPORTANT
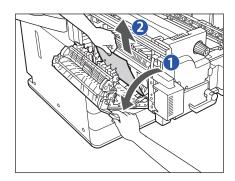
If you pull jammed paper gently and fail to pull out, proceed to the next step. Do not pull out jammed paper by force, as this may leave torn pieces inside the machine and cause the machine to malfunction.

4 **Pull out the fixing transport unit.**
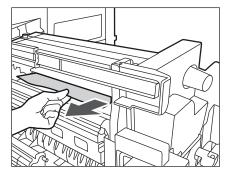
1. Move the green lever in the direction of the arrow.

2. Pull out the fixing transport unit.

5 **Remove any jammed paper from the left guide.**

1. Open the left guide.

2. Remove any jammed paper.

6 **Remove any jammed paper from the fixing unit.**

🖐 IMPORTANT
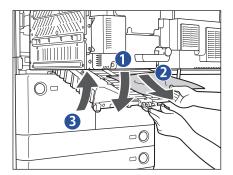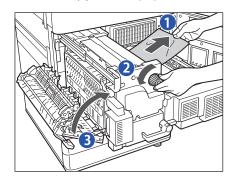
If you cannot pull out the jammed paper, proceed to the next step. Do not pull out jammed paper by force, as this may leave torn pieces inside the machine and cause the machine to malfunction.

7 **Remove any jammed paper from the lower guide.**
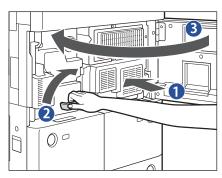
1. Open the lower guide, holding by the green tab.

2. Remove any jammed paper.

3. Close the lower guide.

8 **Remove any jammed paper from the fixing unit.**

1. Pull the paper gently.

2. While pulling the paper, turn the knob to the left.

3. Close the left guide.

9 **Push the fixing transport unit back into its original position, and close the front cover.**

1. Push the fixing transport unit back into its original position.

2. Return the green lever to its original position.

3. Close the front cover.

10 **Follow the instructions on the touch panel display.**

Clearing Staple Jams

If a staple jam occurs, follow the procedure described below to remove the jammed staples.

Staple Finisher-E1/Booklet Finisher-E1 (Optional)
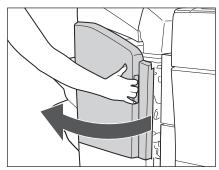
If a staple jam occurs in the stapler unit of the Staple Finisher or Booklet Finisher, or inside the saddle stitcher unit of the Booklet Finisher, a screen prompting you to remove the jammed staples appears on the touch panel display. Check the location of the staple jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove any jammed staples.

📳 **IMPORTANT**
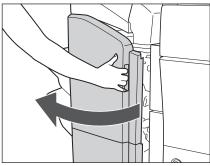
Make sure to close all covers and drawers of the machine before clearing any staple jams.

Stapler Unit
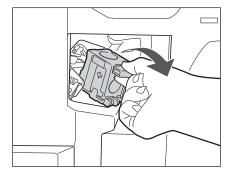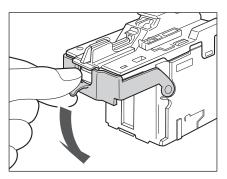
1 **Open the front cover of the finisher.**

Staple Finisher

Booklet Finisher
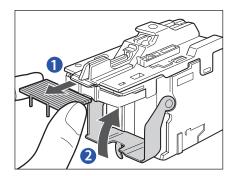
2 **Lift and pull out the staple case from the stapler unit, holding it by its green tab.**

3 **Push down the tab on the staple case.**
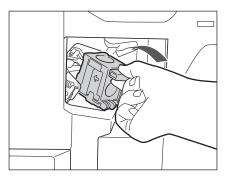
4 **Remove all of the staples, and return the tab on the staple case to its original position.**

1. Remove all of the staples that slide from the staple case.

2. Return the tab on the staple case to its original position.

5 **Gently push the staple case back into the stapler unit until it is securely in place.**

6 **Close the front cover of the finisher.**
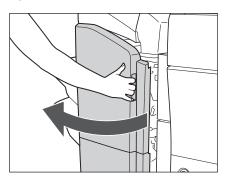
⬚ NOTE

If there are no staples ready for stapling after the cover is closed, the stapler unit automatically performs a "dry" stapling operation to reposition the staples.
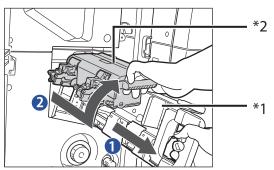
Saddle Stitcher Unit

⚠ IMPORTANT
- If necessary, make sure to remove all of the paper in the Booklet tray before clearing a staple jam inside the saddle stitcher unit.
- This procedure is necessary only if the Booklet Finisher is attached.

1 **Open the front cover of the finisher.**
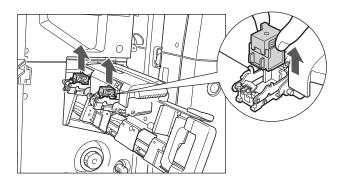
2 **Pull out the saddle stitcher unit, pull the stapler unit towards you, and then push it up.**
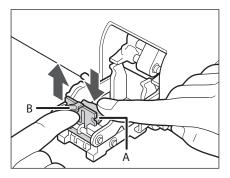
1. Grip the saddle stitcher unit by its handle, and pull it out of the finisher until it stops.

2. Pull the stapler unit of the saddle stitcher unit towards you, and then push it up.

*1 Saddle Stitcher Unit
*2 Stapler Unit
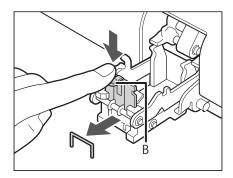
3 **Pull out the staple cartridge containing the jammed staples, holding it by its left and right sides.**
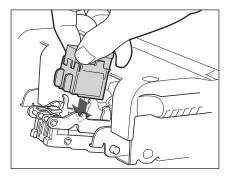
4 **On the staple case, push down Part A, and push up Part B.**
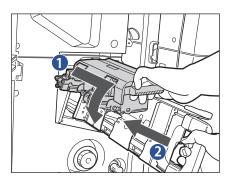
5 **Remove any jammed staples, and return Part B to its original position.**

6 **Return the staple cartridge to its original position.**

7 Pull the stapler unit towards you, push it down into its original position, and then push the saddle stitcher unit back into its original position.

1. Push the stapler unit of the saddle stitcher unit towards you, and then push it down into its original position.

2. Gently push the saddle stitcher unit back into its original position.

8 Close the front cover of the finisher.

⊕ IMPORTANT

When you have cleared the staple jam, be sure to manually reposition the staples in the saddle stitcher unit. (See e-Manual > Settings/ Registration.)

List of Error Messages

This section explains the various messages that appear on the touch panel display, along with possible causes and remedies.

For explanations of messages that are not listed here, see e-Manual > Using the Machine to Send/Receive a Fax, Scan and Send, Quick Menu, Network, MEAP, Security, and Optional Products/Software.

Self-Diagnostic Display

If the machine displays a self-diagnostic error message, follow the instructions on the touch panel display.

Self-diagnostic error messages appear on the touch panel display at the following times:

- When scanning or printing cannot be performed because of an operational error.
- When you need to make a decision or take some action during scanning, copying, or printing.
- When you need to make a decision or take some action while browsing the network.

The following is a list of self-diagnostic error messages, along with their possible causes and remedies.

Load paper.

Cause 1	The machine has run out of paper. No more prints can be made.
Remedy	Load paper. (See "Loading Paper," on p. 1-3.)
Cause 2	The paper drawer is not correctly inserted.
Remedy	Insert the paper drawer as far as it will go. (See "Loading Paper," on p. 1-3.)

Load LTR size paper.

Cause	The optimum paper size selected by the Automatic Paper Selection mode is not available in the machine.
Remedy 1	Load the indicated paper size into the machine. If you press ⊙(Start) while this message is displayed, prints are made with the currently selected paper size.
Remedy 2	If the message continues to be displayed even if the indicated paper size is loaded, set Paper Drawer Auto Selection On/Off in Function Settings (from the Settings/Registration screen) for that paper drawer to 'On'. (See e-Manual > Settings/Registration.)

⚠ Return page 1 to the top, and then press the [Start] key.

Cause	Scanning was stopped due to a problem with the feeder.
Remedy	Arrange the originals in page order with the first page on top. Place the originals back into the feeder's original supply tray, and press ⊙(Start).

⚠ Return page 1 to the top, and then press the [Start] key. (Data for the scanned original has exceeded limits on the size that can be handled by this machine. Automatically adjust settings and try again.)

Cause	Scanning has stopped because the data size of the scanned original exceeds the maximum data size that the machine can handle.
Remedy	Try scanning the original again from the first page. If scanning is still not possible, reduce the Sharpness mode setting, and select [Text] for the original type.

⚠ Scanning has stopped because the size of the data for the scanned original exceeds the limit. Scanning may be possible if [Sharpness] is reduced and the type of original is set to [Text].

Cause	Scanning has stopped because the data size of the scanned original exceeds the maximum data size that the machine can handle.
Remedy	Reduce the Sharpness mode setting, and select [Text] for the original type.

⚠ Remove the paper from the output tray.

Cause	Prints from the previous job remain in the output tray.
Remedy	Remove the prints remaining in the output tray. Printing automatically resumes.

⚠ Remove the paper from the booklet tray.

Cause	Prints from the previous job remain in the Booklet tray of the Booklet Finisher.
Remedy	Remove the prints remaining in the Booklet tray. Printing automatically resumes.

⊠ Replace the toner cartridge.

Cause 1	Printing will not be possible soon because the toner is running low.
Cause 2	Printing is not possible because the toner has run out.
Remedy	Replace the toner cartridge. (See "Replacing the Toner Cartridge," on p. 1-9.)

⚠ Place the original on the platen glass.

Cause	The specified mode requires that the original be placed on the platen glass, but there is no original on the platen glass.
Remedy	Place the original on the platen glass.

⚠ Remove the original from the platen glass.

Cause	An original remains on the platen glass.
Remedy	Remove the original from the platen glass, and place the new original.

⚠ Remove the original from the feeder.

Cause	The machine cannot scan your original using the feeder. An original is placed in the feeder and on the platen glass.
Remedy	Remove the original from the feeder.

Original scanning area (thin glass strip) is dirty.

Cause	The feeder's scanning area is dirty.
Remedy	Clean the feeder's scanning area. (See "Cleaning the Original Scanning Area of the Feeder (Duplex Color Image Reader Unit)," on p. 1-37.)

Original scanning area (Feeder) is dirty.

Cause	The feeder's scanning area is dirty.
Remedy	Clean the feeder's scanning area. (See "Cleaning the Original Scanning Area of the Feeder (Duplex Color Image Reader Unit)," on p. 1-37.)

Adjusting gradation. Please wait a moment.

Cause	The machine is performing an automatic gradation adjustment.
Remedy	Wait for the machine to finish the automatic gradation adjustment. When the adjustment is complete, printing automatically resumes.

Cleaning the drum... Please wait a moment...

Cause	The machine is in the process of cleaning the drum.
Remedy	Wait for the machine to finish cleaning the drum. When cleaning is complete, printing automatically resumes.

⚠ Remove the paper from the folding unit stack area.

Cause	Output from a previous job remains in the output area of the Document Insertion/Folding Unit.
Remedy	Remove the paper in the output area of the Document Insertion/Folding Unit.

2

Troubleshooting

Check covers are closed.

Cause	The cover of the optional equipment is open.
Remedy1	Check that the cover of the Paper Deck Unit-A1 or Paper Deck Unit-D1 is closed.
Remedy2	Check that the cover of the Staple Finisher or Booklet Finisher is closed.
Remedy3	Check that the cover of the Document Insertion/Folding Unit or Document Insertion Unit is closed.
Remedy4	Check that the cover of the External 2/3 Hole Puncher is closed.

Load staples.

Cause	There are no staples in the staple cartridge of the Staple Finisher or Booklet Finisher stapler unit.
Remedy	Replace the staple cartridge of the Staple Finisher or Booklet Finisher stapler unit. (See "Replacing the Staple Cartridge in the Stapler Unit," on p. 1-26.)

Check the punch waste tray.

Cause	The punch waste tray of the External 2/3 Hole Puncher is full or almost full.
Remedy	Remove the punch waste in the punch waste tray of the External 2/3 Hole Puncher. (See "Removing Punch Waste," on p. 1-33.)

Load staples into the saddle stitcher unit.

Cause	There are no staples in the staple cartridge of the Booklet Finisher saddle stitcher unit.
Remedy	Replace the staple cartridge of the Booklet Finisher saddle stitcher unit. (See "Replacing the Staple Cartridge in the Saddle Stitcher Unit," on p. 1-30.)

The Dept. ID or PIN is incorrect.

Cause	The Department ID and password you entered are not registered.
Remedy	Contact the system manager of your Department for the correct Department ID and password.

The hard disk needs to be replaced. (Call service rep.)

Cause	The hard disk is not functioning properly, or is not attached.
Remedy1	Contact your local authorized Canon dealer.
Remedy2	If the Removable HDD Kit is installed, check the hard disk.

List of Error Codes without Messages

If a job or operation does not complete successfully, check the error code, and perform the necessary operations according to the error code displayed. You can check the error code on the Details screen when you press [Log] on the Status Monitor/Cancel screen. (See e-Manual > Status Monitor/Cancel.)

If a send, receive, or fax job does not complete successfully, the error code is printed in the Results column on the Activity Report and Send Report. However, if a send job is canceled, "STOP" is printed in the Results column on the Send Report. (See *Getting Started*.)

Perform the necessary procedures according to the error code.

001

Cause 1	Different sized originals were scanned without setting the Different Size Originals mode.
Remedy	Set the Different Size Originals mode, and then try scanning again.
Cause 2	Different sized originals were scanned in the 2-Sided Original without setting the Different Size Originals mode.
Remedy	Set the Different Size Originals mode, and then try scanning again.

009

Cause 1	There is no paper.
Remedy	Load paper. (See "Loading Paper," on p. 1-3.)
Cause 2	The paper drawer is not inserted correctly into the machine.
Remedy	Insert the paper drawer properly. (See "Loading Paper," on p. 1-3.)

037

Cause 1	Documents could not be received because there was insufficient memory available.
Remedy	Erase unnecessary documents and documents with errors from memory to increase the amount of available memory. (See e-Manual > Fax/I-Fax Inbox and Access Stored Files.)

099

Cause1	The current job was interrupted.
Remedy	Try processing the job again.
Cause2	An error occurred because the main power switch was turned OFF while a job was being processed.
Remedy	Check to see if the main power switch is turned ON. Try processing the job again, if necessary. (See e-Manulal > Before You Start Using This Machine.)

401

Cause	The memory media, server, or Advanced Box became full, or the maximum number of files that can be saved in the root directory (the top folder inside the memory media) was reached.
Remedy	Delete unnecessary files in the memory media, server, or Advanced Box, or create a new folder and move existing files to that folder to organize the files in the root directory.

 # 402

Cause	While the data, such as image data, was being transferred to the memory media, some error occurred because the unauthorized character was included in the file name.
Remedy	Rename the file.

 # 403

Cause	The job failed because the same file name existed. Generally, if the same file name exists, a file will be automatically renamed by appending a number, which ranges from 1 to 999, to the end of its file name to avoid naming conflicts. However, this error occurred because the file with the same number already added to its file name existed.
Remedy	Rename the file, and then write the data again.

 # 404

Cause	The job failed because the write protect switch of the memory media was turned ON.
Remedy	Turn OFF the write protect switch of the memory media.

 # 406

Cause 1	The job failed because the memory media was removed from the USB port or the Network Place was deleted while the job was in progress.
Remedy	Confirm that the memory media is properly inserted or the Network Place is existed, and then write the data again.
Cause 2	While data, such as image data, was being transferred to the memory media, some error occurred. (The connected memory media may be formatted with an unsupported file system.)
Remedy	Check the status of the memory media and confirm that it is formatted with the file system that the machine supports (FAT32). Then, perform the operation again.
Cause 3	The file size has reached the limit.
Remedy	Reduce the resolution or delete pages, and then try processing the job again.

 # 407

Cause	The length of the full path to the specified file (or folder) exceeded the supported limit.
Remedy	The limit of the length of the full path is 256. Shorten the file name to be written.

 # 409

Cause	The files or folders cannot be stored because the number of files or folders that can be stored has reached the limit.
Remedy	Change the storage.

2

Troubleshooting

410

Cause	The files cannot be stored because there are too many jobs waiting to be stored.
Remedy	Try storing the files again after the previous job finishes being stored.

411

Cause	The files are already locked by the other operations.
Remedy	Wait a few moments, and try processing the job again.

701

Cause 1	The specified Department ID does not exist, or the password has changed.
Remedy	Enter the correct Department ID or password using ⓪-⑨ (numeric keys) on the control panel, and try again.
Cause 2	The Department ID or password was changed while the machine was processing a job.
Remedy	Change the Department ID and password, and try again. If you do not know the password, contact your System Manager.
Cause 3	<Allow Printer Jobs with Unknown IDs> is set to 'Off'.
Remedy	Set <Allow Printer Jobs with Unknown IDs> to 'On'. (See e-Manual > Security.)

703

Cause	The hard disk is full, and no more images can be scanned.
Remedy 1	Wait a few moments, and try scanning again after the current send jobs complete.
Remedy 2	Erase documents stored in the Mail Box and the Fax/I-Fax Inbox. If the machine still does not operate normally, turn the main power OFF, and then back ON again. (See e-Manual > Before You Start Using This Machine.)

#711

Cause	The Mail Box and the Fax/I-Fax Inbox memory is full.
Remedy	Erase unnecessary documents stored in the Mail Box and the Fax/I-Fax Inbox. (See e-Manual > Fax/I-Fax Inbox and Access Stored Files.)

712

Cause	The maximum number of documents are already stored in the Mail Box and the Fax/I-Fax Inbox.
Remedy	Erase unnecessary documents stored in the Mail Box and the Fax/I-Fax Inbox. (See e-Manual > Fax/I-Fax Inbox and Access Stored Files.)

749

Cause	You could not execute the job because a service call message is being displayed.
Remedy	Turn the main power OFF, wait for 10 or more seconds, and turn the main power back ON. If the machine still does not work normally, turn the main power OFF, disconnect the machine, and contact your local authorized Canon dealer. (See e-Manual > Before You Start Using This Machine.)

759

Cause	An error occurred while sending to the URL of a User Inbox.
Remedy	Contact your System Manager.

807

Cause	You do not have the access privilege to the specified directory.
Remedy	Set the access privilege to the directory in the server, resend the file to the directory with the access privilege, or contact your System Manager.

816

Cause	You cannot print because the set page limit total has been reached.
Remedy	Contact your System Manager.

817

Cause	A communication error occurred between your machine and a cascade copy printer.
Remedy	Check the network connection, and try again. If communication errors continue, contact your System Manager.

823

Cause	Unable to connect to a cascade copy printer.
Remedy	Check the network connection, and try again. If the machine still does not operate normally, contact your System Manager.

824

Cause	A communication error occurred in a cascade copy printer.
Remedy	Check the network connection to the cascade copy printer, and try again. If the machine still does not communicate with the cascade copy printer, contact your System Manager.

825

Cause 1	The Department ID and password set on the host machine do not match those registered in the cascade copy printers.
Remedy 1	Register your Department ID and password in the cascade copy printers.
Remedy 2	Use a cascade copy printer in which your Department ID and password are registered.
Cause 2	Reserved or current print jobs cannot be performed because the Department ID and password have been deleted, or the password has been changed.
Remedy	Try again with the Department ID and password that are registered. Register the Department ID and password. If you do not know the password, contact your System Manager.

849

Cause	Device information could not be delivered because the client machine is processing a job.
Remedy	Try delivering device information again after the client machine finishes processing the job.

850

Cause	Device information could not be delivered because a screen relating to the device information to be delivered is being processed.
Remedy	Try delivering the device information again after the screen is cleared from the client machine. (See e-Manual > Security.)

851

Cause 1	There is insufficient memory remaining in the system.
Remedy	Check the system's available memory, and delete any unnecessary documents stored in the Mail Box and the Fax/I-Fax Inbox. (See e-Manual > Fax/I-Fax Inbox and Access Stored Files.)
Cause 2	The machine's memory is full.
Remedy	Erase unnecessary documents and documents with errors from memory to increase the amount of available memory. (See e-Manual > Fax/I-Fax Inbox and Access Stored Files.)
Cause 3	The scanned document cannot be stored because there are more than 2,000 documents in the specified Mail Box and the Fax/I-Fax Inbox.
Remedy	If there are a large number of documents, delete the unnecessary ones from the specified Mail Box and the Fax/I-Fax Inbox. (See e-Manual > Fax/I-Fax Inbox and Access Stored Files.)

852

Cause	An error occurred because the main power was turned OFF due to an unspecified cause while a job was being processed.
Remedy	Check to see that the power plug is firmly inserted into the power outlet and that it is not in a situation where the power can easily be turned OFF. Try processing the job again, if necessary.

853

Cause 1	When trying to print a large number of pages, the job is not performed due to insufficient memory resources.
Remedy	Reduce the number of pages to print, or perform the print job again when no other jobs are reserved.
Cause 2	The job could not be processed, because it was canceled from the printer driver while the print data was being sent to the machine.
Remedy	Try printing again.
Cause 3	The spool memory is full when Use Spool Function in Network in Preferences (from the Settings/Registration screen) is set to 'On', therefore, data received from the host could not be spooled.
Remedy	Set Use Spool Function in Network in Preferences (from the Settings/Registration screen) to 'Off', and try sending the print data again. (See e-Manual > Network.)
Cause 4	The maximum number of receivable data exceeds the receive limit.
Remedy	Try printing the documents again after all current jobs are complete. If you still cannot print, check the sent data.
Cause 5	The number of secured documents exceeded the maximum limit that can be reserved at a time.
Remedy	Print or erase the secured documents that are stored in the machine, and try printing again. (See e-Manual > Secured Print and Print.)

854

Cause	Device information could not be delivered because the client machine has Restrict Receiving Device Information in Device Information Delivery Settings in Management Settings (from the Settings/Registration screen) set to 'On'.
Remedy	Try delivering device information again after setting Restrict Receiving Device Information in Device Information Delivery Settings in Management Settings (from the Settings/Registration screen) to 'Off'. (See e-Manual > Security.)

855

Cause	Device information could not be delivered because a language that the client machine cannot handle was included in the device information.
Remedy	Contact your local authorized Canon dealer.

#856

Cause	The job was canceled because there was not enough free space on the hard disk to store the temporary data.
Remedy	Contact your System Manager.

857

Cause	Data reception timed out, or the job was canceled at the host.
Remedy	Check that the network is functioning properly, and then try printing again.

858

Cause	There is a problem with the print data sent from an external application.
Remedy	Check the settings of the data sent to the machine, make sure they are compatible with the machine, and try sending the data again.

859

Cause 1	A compression error occurred with the image data.
Remedy	Check the print settings, and try printing again.
Cause 2	An original was not scanned properly, or the orientation of the original was incorrect.
Remedy1	Check the scan settings, and try scanning again.
Remedy2	Turn the main power OFF, wait for 10 or more seconds, and turn the main power back ON.

860

Cause 1	A paper jam occurred during printing.
Remedy	Try printing again.
Cause 2	You tried to print on a transparency sheet not made for this machine.
Remedy	Load transparencies made for this machine into the machine, and then try printing again.

861

Cause	An error occurred while processing PDL data or image data.
Remedy	Confirm the print settings you made when printing from a computer.

862

Cause 1	The booklet trays have exceeded their stacking limits. (See *Getting Started*.)
Remedy	Change the print data or print settings, and try printing again.
Cause 2	A combination of settings that is not supported was set.
Remedy	Change the print data or print settings, and try printing again.
Cause 3	Data that is not guaranteed to be compatible was printed.
Remedy	Change the print data or print settings, and try printing again.

863

Cause	An error occurred while processing PDL data or image data.
Remedy	Check the settings, and try printing again.

865

Cause	A function related to performing jobs is restricted.
Remedy	Contact your System Manager.

889

Cause	You cannot scan or print the document because it has Scan Lock Information embedded.
Remedy	Check the Scan Lock Information or contact your System Manager.

904

Cause	The destination which is registered in [Favorite Settings] cannot be updated even when an address book is acquired from another imageRUNNER ADVANCE/imagePRESS series connected to the network.
Remedy	Register [Favorite Settings] using the touch panel display of the machine.

905

Cause	You cannot execute the job because some error occurred on the network.
Remedy	Check the length of the path, access privilege, and the use of the files or folders.

If Memory Becomes Full during Scanning

If memory becomes full during the scanning of originals, a screen indicating that the memory is full appears on the touch panel display.

📝 NOTE

The machine's memory can store approximately 8,200 pages of scanned images. Approximately 8,000 pages of that total is shared by the various functions, including the Copy, Print, Mail Box, and Fax/I-Fax Inbox functions. In addition, each function is guaranteed to be able to store the following number of pages:

Copy: 100 pages
Print: 100 pages (excluding Secured Print jobs)

For example, the Copy function can store up to 8,100 pages of scanned images.
100 + 8,000 = 8,100 pages (approximate figures)
However, the number of pages that the machine's memory can store may differ, depending on the amount of memory required for documents stored in inboxes and jobs that are in the print queue.

1 Follow this procedure:

● **If the message asking whether to print the pages scanned into memory appears:**

☐ Select [Yes] or [No].

[Yes]: The pages scanned into memory are printed. When printing is complete, scan the remaining originals.

[No]:   The pages scanned into memory are not printed.

● **If [Cancel] is displayed:**

☐ Select [Cancel].

[Cancel]:   Returns to the Basic Features screen of the function you are using. Scan the job again when the current job is complete.

Service Call Message

If a malfunction occurs and the machine cannot operate normally, a screen similar to the one shown below is displayed. Follow the instructions that appear on the touch panel display.

📝 NOTE

Even when the machine cannot operate normally, some functions may still be available.
- When the message <Check the printer. Call service representative.> is displayed to indicate that the Print function is unavailable, functions that do not use the Print function (such as [Scan and Send]) can be used. (However, faxes cannot be sent from computers.)
- When the message <Check the scanner. Call service representative.> is displayed to indicate that the Scan function is unavailable, functions that do not use the Scan function (such as [Access Stored Files]) can be used.

Contacting Your Local Authorized Canon Dealer

If a message like the one shown below appears, follow the procedure described below.

⚠️ WARNING

Do not connect or disconnect the power cord with wet hands, as this may result in electrical shock.

⚠️ CAUTION

Always grasp the power plug when disconnecting the power cord. Pulling on the power cord may expose or snap the core wire, or otherwise damage the power cord. If the power cord is damaged, this could cause current to leak, resulting in a fire or electrical shock.
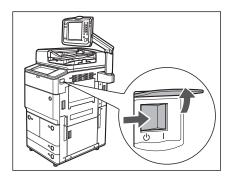
🖐 IMPORTANT

If you turn OFF the main power switch when there is a job waiting to print, that job is erased.
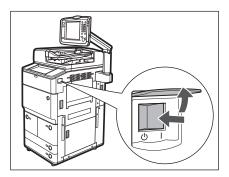
1   Press the main power switch to the "⏻" side.

When operating the main power switch, open the main power switch cover.

2   Wait at least 10 seconds after the main power indicator is turned off, and then turn the main power switch back to "I" side.

When operating the main power switch, open the main power switch cover.

3   If the machine still does not operate normally, follow the procedure below, and then contact your local authorized Canon dealer.

☐   Turn the main power switch OFF.

☐   Remove the power plug from the power outlet.

✐   **NOTE**

When you contact your local authorized Canon dealer, have the following information available:
- Product name
- Details of the malfunction
- The error code displayed on the touch panel display

Setting the Limited Functions Mode from the Service Call Message Screen

If the Service Call Message screen appears indicating a malfunction of a Finishing mode, you can clear it by turning the Limited Functions Mode 'On' to temporarily limit the use of the finishing modes. However, after the Limited Functions Mode is deactivated, the Service Call Message screen may appear again, unless the cause of the malfunction is removed.

 IMPORTANT

If you shutdown the machine when there is a job waiting to print, that job is erased.

 NOTE

If you set Limited Functions Mode to 'On' from the Service Call Message screen, Limited Functions Mode in Management Settings (from the Settings/Registration screen) is also set to 'On'. (See e-Manual > Security.)

1 **Press [Limit Functions].**
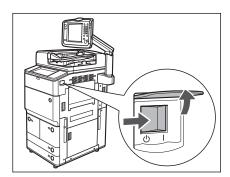
2 **Press [Yes].**

A message prompting you to turn the main power switc back ON appears.
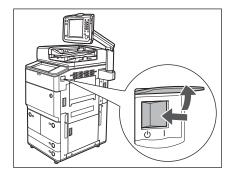
3 Press the main power switch to the "⏻" side.

When operating the main power switch, open the main power switch cover.

4 Wait at least 10 seconds after the main power indicator is turned off, and then turn the main power switch back to "I" side.

When operating the main power switch, open the main power switch cover.
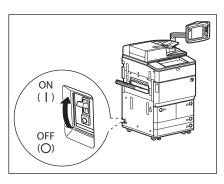
The machine starts up in the Limited Functions mode.

When the Power Does Not Turn ON

If you cannot operate the machine, even though the main power switch and the control panel power switch are both turned ON, always check that the breaker is not in the OFF position.

If the breaker is in the OFF position, contact your local authorized Canon dealer without turning the breaker back ON.
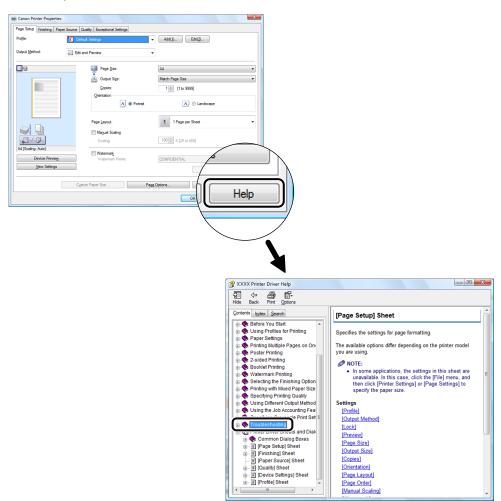
⚠ **WARNING**

If the breaker is in the OFF position, do not switch the current leakage breaker back ON. Doing so may lead to a fire, electrical shock, smoke, or the tripping of other breakers in the facility.

2

Troubleshooting

Printer/Fax Driver Troubleshooting

See the "Troubleshooting" in the driver help to resolve problems when using a printer driver or fax driver for Windows. In this section, screens for the printer driver are used.

Appendix

3

This section includes the index.

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Appendix

Canon